

>>> Enter BEGIN HOMEBASE for Dialog Announcements <<<
 >>> of new databases, price changes, etc. <<<

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*

File 1:ERIC 1966-2001/Aug 06
 (c) format only 2001 The Dialog Corporation

Set Items Description

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?begin 411

13aug01 08:00:14 User219455 Session D780.1
 \$0.23 0.066 DialUnits File1
 \$0.23 Estimated cost File1
 \$0.01 TYMNET
 \$0.24 Estimated cost this search
 \$0.24 Estimated total session cost 0.066 DialUnits

File 411:DIALINDEX(R)

DIALINDEX(R)

(c) 2001 The Dialog Corporation plc

*** DIALINDEX search results display in an abbreviated ***
 *** format unless you enter the SET DETAIL ON command. ***

?sf compsci,patents,allbusiness

You have 327 files in your file list.

(To see banners, use SHOW FILES command)

?show files

File Name

2: INSPEC_1969-2001/Aug W2
 6: NTIS_1964-2001/Aug W4
 8: Ei Compendex(R)_1970-2001/Aug W1
 34: SciSearch(R) Cited Ref Sci_1990-2001/Aug W2
 35: Dissertation Abs Online_1861-2001/Jul
 65: Inside Conferences_1993-2001/Aug W1
 77: Conference Papers Index_1973-2001/Jul
 92: IHS Intl.Stds.& Specs._1999/Nov
 94: JICST-EPlus_1985-2001/Jul W3
 99: Wilson Appl. Sci & Tech Abs_1983-2001/Jul
 103: Energy SciTec_1974-2001/Jul B2
 108: AEROSPACE DATABASE_1962-2001/AUG
 144: Pascal_1973-2001/Aug W2
 202: Information Science Abs._1966-2001/ISSUE 05
 233: Internet & Personal Comp. Abs._1981-2001/Aug
 238: Abs. in New Tech & Eng._1981-2001/Jul
 239: Mathsci_1940-2001/Sep
 275: Gale Group Computer DB(TM)_1983-2001/Aug 09
 434: SciSearch(R) Cited Ref Sci_1974-1989/Dec
 647: CMP Computer Fulltext_1988-2001/Aug W1
 674: Computer News Fulltext_1989-2001/Jul W3
 696: DIALOG Telecom. Newsletters_1995-2001/Aug 12
 123: CLAIMS(R)/Current Legal Status_1980-2001/Jul 24
 340: CLAIMS(R)/US PATENT_1950-01/Aug 07
 342: Derwent Patents Citation Indx_1978-01/200142
 344: CHINESE PATENTS ABS_APR 1985-2001/Jul
 345: Inpadoc/Fam.& Legal Stat_1968-2001/UD=200131

347: JAPIO_OCT 1976-2001/Apr(UPDATED 010801)
 348: EUROPEAN PATENTS_1978-2001/AUG W01
 349: PCT Fulltext_1983-2001/UB=20010726, UT=20010719
 371: French Patents_1961-2001/BOPI 200132
 447: IMSWorld Patents International_2001/Jul
 652: US Patents Fulltext_1971-1979
 653: US Patents Fulltext_1980-1989
 654: US PAT.FULL._1990-2001/Aug 07
 670: LitAlert_1973-2001/UD=200132
 7: Social SciSearch(R)_1972-2001/Aug W2
 9: Business & Industry(R)_Jul/1994-2001/Aug 10
 13: BAMP_2001/Aug W1
 15: ABI/Inform(R)_1971-2001/Aug 11
 16: Gale Group PROMT(R)_1990-2001/Aug 10
 18: Gale Group F&S Index(R)_1988-2001/Aug 10
 19: CHEM.INDUSTRY NOTES_1974-2001/ISS 200132
 20: World Reporter_1997-2001/Aug 13
 22: Employee Benefits_1986-2001/Aug
 26: Foundation Directory_2001/Aug
 27: Foundation Grants Index_1990-2001/Aug
 30: AsiaPacific_1985-2001/Aug 08
 33: Aluminium Ind Abs_1968-2001/Aug
 42: Pharmaceuticl News Idx_1974-2001/Aug W1
 43: Health News Daily_1990-2001/Aug 10
 47: Gale Group Magazine DB(TM)_1959-2001/Aug 10
 49: PAIS Int._1976-2001/Jun
 50: CAB Abstracts_1972-2001/Jul
 54: FOODLINE(R): Market Data_1979-2001/Aug 13
 63: Transport Res(TRIS)_1970-2001/Jul
 67: World Textiles_1968-2001/Jul
 73: EMBASE_1974-2001/Aug W1
 75: TGG Management Contents(R)_86-2001/Aug W1
 79: Foods Adlibra(TM)_1974-2001/Jul
 80: TGG Aerospace/Def.Mkts(R)_1986-2001/Aug 10
 85: Grants_2001/May
 93: TableBase(R) Sep_1997-2001/Aug W1
 111: TGG Natl.Newspaper Index(SM)_1979-2001/Aug 09
 112: UBM Industry News_1998-2001/Aug 13
 113: European R&D Database_1997
 115: Research Centers & Services_1994-2001/May
 116: Brands & Their Companies_2000/Dec
 119: Textile Technol.Dig._1978-2001/Aug
 122: Harvard Business Review_1971-2001/Jul
 126: TRADEMARKSCAN(R)-U.K._2001/Jul B2
 127: TRADEMARKSCAN(R)-CANADA_2001/AUG 8
 129: PHIND(Archival)_1980-2001/Aug W1
 130: PHIND(Daily & Current)_2001/Aug 13
 131: Pharmacontacts_2001/Jul
 145: (Tacoma) The News Tribune_1992-2001/Aug 12
 146: Washington Post Online_1983-2001/Aug 13
 147: The Kansas City Star_1995-2001/Aug 12
 148: Gale Group Trade & Industry DB_1976-2001/Aug 10
 149: TGG Health&Wellness DB(SM)_1976-2001/Aug W1
 150: Gale Group Legal Res Index(TM)_1980-2001/Aug 13
 151: HealthSTAR_1975-2000/Dec
 158: DIOGENES(R)_1976-2001/Aug W1
 160: Gale Group PROMT(R)_1972-1989
 167: Medical Device Register (R)_1999
 168: Healthcare Organizations_1999
 169: Insurance Periodicals_1984-1999/Nov 15

177: Adv. & Agency Red Books:Advertisers_2001/Aug
 178: Adv. & Agency Red Books:Agencies_2001/Aug
 180: Federal Register_1985-2001/Aug 10
 187: F-D-C Reports_1987-2001/Aug W2
 188: Health Devices Sourcebook_(2000)
 192: Industry Trends & Anal._1997/Jun
 194: CBD_1982/Dec-2001/Apr
 195: CBD_Jan 2000-2001/Aug 14
 196: FINDEX_1982-1999/Q2
 211: Gale Group Newsearch(TM)_2001/Aug 10
 226: TRADEMARKSCAN(R)-US FED_OG010807/AP010720
 227: TRADEMARKSCAN(R)-Community Tmks_2001/Jul B1
 228: TRADEMARKSCAN(R)-Spain_2001/Jul B2
 229: Drug Info._2000/Q3
 246: TRADEMARKSCAN(R)-U.S. STATE_2001/AUG 7
 248: PIRA_1975-2001Aug W4
 252: Packaging Sci&Tech_1982-1997/Oct
 256: SoftBase:Reviews,Companies&Prods._85-2001/Jul
 258: AP News Jul_2000-2001/Aug 10
 261: UPI News_1999-2001/Aug 10
 262: CBCA Fulltext_1982-2001/Jul
 264: DIALOG Defense Newsletters_1989-2001/Aug 10
 267: Finance & Banking Newsletters_2001/Aug 08
 268: Banking Info Source_1981-2001/Jul W5
 269: Materials Bus.(TM)_1985-2001/Aug
 278: Microcomputer Software Guide_2001/Jul
 285: BioBusiness(R)_1985-1998/Aug W1
 286: Biocommerce Abs.& Dir._1981-2001/Jul B2
 304: THE MERCK INDEX ONLINE(SM)_/2001Q1
 318: Chem-Intell Chem Manu Plnts_1999/Jul
 319: Chem Bus NewsBase_1984-2001/Aug 13
 321: PLASPEC Materials Select DB_1999/Feb
 323: RAPRA Rubber & Plastics_1972-2001/Aug
 358: Current BioTech Abs_1983-2001/May
 359: Chemical Economics Handbook_2000/Jul
 360: Specialty Chemicals Update Program_2000/Q2
 363: Dir. of Chem. Producers-Products_2000/Q3
 364: Dir. of Chem. Producers-Companies_2000/Q3
 382: Baton Rouge Advocate_1998-2001/Aug 10
 387: The Denver Post_1994-2001/Aug 10
 388: PEDS: Defense Program Summaries_1999/May
 392: Boston Herald_1995-2001/Aug 12
 397: Las Vegas Review-Journal_1997-2001/Aug 10
 398: CHEMSEARCH(TM)_1957-2001/Jul
 427: Fort Worth Star-Telegram_1993-2001/Aug 09
 428: Adis Newsletters(Current)_2001/Aug 14
 429: Adis Newsletters(Archive)_1982-2001/Jul 16
 432: Tampa Tribune_1998-2001/Aug 10
 433: Charleston Newspapers_1997-2001/Aug 11
 441: ESPICOM Pharm&Med DEVICE NEWS_2001/Jun W2
 443: IMSWorld PharmaSearch_1982-2001/Q3
 445: IMSWorld R&D Focus_1991-2001/Aug W1
 446: IMSWorld Product Launches_1982-2001/Jul
 449: IMSWorld Company Profiles_1992-2001/Jul
 450: Publ., Distr.& Wholesalers_2001/Jul
 455: Drug News & Perspectives_1992-2001/Jul
 458: Daily Essentials_2001/Aug 10
 459: Daily Essentials (Archival)_1996-2001/Jul W4
 461: USP DI(R) Vol. I_1998/Q3
 464: USP DICTIONARY (USAN)_1997

465: Incidence & Prevalence_2001/Q2
 468: Public Opinion_1940-2001/Aug W1
 471: New York Times Fulltext-90 Day_2001/Aug 13
 473: FINANCIAL TIMES ABSTRACTS_1998-2001/APR 02
 474: New York Times Abs_1969-2001/Aug 10
 475: Wall Street Journal Abs_1973-2001/Aug 09
 477: Irish Times_1999-2001/Aug 09
 481: DELPHES Eur Bus_95-2001/Aug W1
 483: Newspaper Abs Daily_1986-2001/Aug 11
 484: Periodical Abs Plustext_1986-2001/Jul W5
 485: Accounting & Tax DB_1971-2001/Aug W1
 486: Press-Telegram_1992- 2001/Aug 11
 487: Columbus Ledger-Enquirer_1994-2001/Aug 10
 488: Duluth News-Tribune_1995-2001/Jun 18
 489: The News-Sentinel_1991-2001/Aug 10
 490: Tallahassee Democrat_1993- 2001/Jul 21
 491: CanCorp Canadian Financials_2001/Jul W3
 492: Arizona Repub/Phoenix Gaz_19862001/Aug 12
 494: St LouisPost-Dispatch_1988-2001/Aug 12
 497: (Ft.Lauderdale)Sun-Sentinel_1988-2001/Aug 11
 498: Detroit Free Press_1987-2001/Aug 10
 533: Canadian Bus. Directory_2001/Q1
 535: Thomas Register Online(R)_-2001/Q1
 536: (GARY) POST-TRIBUNE_1992-1999/Dec 30
 538: Boca Raton News_1994- 1999/Jul 05
 539: Macon Telegraph_1994-2001/Aug 09
 550: TFSD IPOs_1980-2001/Aug 13
 581: Population Demographics_2001/Mar
 582: Augusta Chronicle_1996- 2001/Aug 11
 583: Gale Group Globalbase(TM)_1986-2001/Aug 11
 584: KOMPASS USA_2001/Jul
 585: KOMPASS Middle East/Africa/Mediterr_2001/Jul
 586: KOMPASS Latin America_2001/Jun
 587: Jane's Defense&Aerospace_2001/Jul W3
 600: Early Edition-U.S._2001/Aug 13
 601: Early Edition Canada_2001/Aug 13
 603: Newspaper Abstracts_1984-1988
 604: Gannett News_1998-2001/Jul 25
 605: U.S. Newswire_1999-2001/Aug 10
 606: Africa News_1999-2001/Aug 10
 607: ITAR/TASS News_1999-2001/Aug 09
 608: KR/T Bus.News._1992-2001/Aug 10
 609: Bridge World Markets_2000-2001/Aug 10
 610: Business Wire_1999-2001/Aug 10
 612: Japan Economic Newswire(TM)_1984-2001/Aug 09
 613: PR Newswire_1999-2001/Aug 10
 614: AFP English Wire_1999-2001/Aug 10
 616: Canada NewsWire_1999-2001/Mar 09
 617: South American Business Info._1999-2001/Aug 10
 618: Xinhua News_1999-2001/Aug 10
 619: Asia Intelligence Wire_1995-2001/Aug 12
 620: EIU:Viewswire_2001/Aug 10
 621: Gale Group New Prod.Annou.(R)_1985-2001/Aug 10
 622: EIU Magazines_2000-2001/Aug 09
 623: Business Week_1985-2001/Aug W2
 624: McGraw-Hill Publications_1985-2001/Aug 09
 625: American Banker Publications_1981-2001/Aug 13
 627: EIU: Country Analysis_2001/Aug W2
 628: Ctry Risk & Forecasts_2001/Aug W2
 629: EIU:BUS. Newsletters_2001/Aug W2

630: Los Angeles Times_1993-2001/Aug 09
 631: Boston Globe_1980-2001/Aug 10
 632: Chicago Tribune_1985-2001/Aug 13
 633: Phil.Inquirer_1983-2001/Aug 08
 634: San Jose Mercury_Jun 1985-2001/Aug 05
 635: Business Dateline(R)_1985-2001/Aug 11
 636: Gale Group Newsletter DB(TM)_1987-2001/Aug 10
 637: Journal of Commerce_1986-2001/Aug 10
 638: Newsday/New York Newsday_1987-2001/Aug 11
 640: San Francisco Chronicle_1988-2001/Aug 12
 641: Rocky Mountain News_Jun 1989-2001/Aug 10
 642: The Charlotte Observer_1988-2001/Aug 12
 643: Grand Forks Herald_1995-2001/Aug 12
 644: (Boulder) Daily Camera_1995-2000/Nov 14
 645: Contra Costa Papers_1995- 2001/Aug 10
 646: Consumer Reports_1982-2001/Jul
 648: TV and Radio Transcripts_1997-2001/Aug W1
 649: Gale Group Newswire ASAP(TM)_2001/Aug 06
 657: TRADEMARKSCAN(R)-France_2001/Jul B2
 658: TRADEMARKSCAN(R)-Benelux_2001/Jul B2
 659: TRADEMARKSCAN(R)-Denmark_2001/Jul B2
 660: Federal News Service_1991-2001/Aug 12
 661: TRADEMARKSCAN(R)-Switzerland_2001/Jul B2
 662: TRADEMARKSCAN(R)-Austria_2001/Jul B2
 663: TRADEMARKSCAN(R)-Monaco_2001/Jul B2
 665: U.S. Newswire_1995-1999/Apr 29
 667: ITAR/TASS News_1996-1999/May 26
 671: TRADEMARKSCAN(R)-Intl Register_2001/Jul B2
 672: TRADEMARKSCAN(R)-Germany_2001/Jul B2
 673: TRADEMARKSCAN(R)-Italy_2001/Jul B2
 677: TRADEMARKSCAN(R)-Liechtenstein_2001/Jul B2
 684: Bradenton Herald_1992-2001/Aug 10
 701: St Paul Pioneer Pr Apr_1988-2001/Aug 09
 702: Miami Herald_1983-2001/Aug 10
 703: USA Today_1989-2001/Aug 10
 704: (Portland)The Oregonian_1989-2001/Aug 09
 705: The Orlando Sentinel_1988-2001/Aug 12
 706: (New Orleans)Times Picayune_1989-2000/Sep 15
 707: The Seattle Times_1989-2001/Aug 11
 708: Akron Beacon Journal_1989-2001/Aug 10
 709: Richmond Times-Disp._1989-2001/Aug 10
 710: Times/Sun.Times(London)_Jun 1988-2001/Aug 13
 711: Independent(London)_Sep 1988-2001/Aug 12
 712: Palm Beach Post_1989-2001/Aug 03
 713: Atlanta J/Const._1989-2001/Aug 12
 714: (Baltimore) The Sun_1990-2001/Aug 10
 715: Christian Sci.Mon._1989-2001/Aug 13
 716: Daily News Of L.A._1989-2001/Jul 27
 717: The Washington Times_Jun 1989-2001/Aug 12
 718: Pittsburgh Post-Gazette_Jun 1990-2001/Aug 13
 719: (Albany) The Times Union_Mar 1986-2001/Aug 09
 720: (Columbia) The State_Dec 1987-2001/Aug 02
 721: Lexington Hrld.-Ldr._1990-2001/Aug 10
 722: Cincinnati/Kentucky Post_1990-2001/Aug 08
 723: The Wichita Eagle_1990-2001/Aug 10
 724: (Minneapolis)Star Tribune_1989-1996/Feb 04
 725: (Cleveland)Plain Dealer_Aug 1991-2000/Dec 13
 726: S.China Morn.Post_1992--2001/Aug 13
 727: Canadian Newspapers_1990-2001/Aug 13
 728: Asia/Pac News_1994-2001/Aug W1

731: Philad.Dly.News_1983- 2001/Aug 08
 732: San Francisco Exam._1990- 2000/Nov 21
 733: The Buffalo News_1990- 2001/Aug 10
 734: Dayton Daily News_Oct 1990- 2001/Aug 12
 735: St. Petersburg Times_1989- 2000/Nov 01
 736: Seattle Post-Int._1990-2001/Jul 13
 737: Anchorage Daily News_1989-2001/Aug 10
 738: (Allentown) The Morning Call_1990-2001/Aug 10
 739: The Fresno Bee_1990-2001/Aug 10
 740: (Memphis)Comm.Appeal_1990-2001/Aug 11
 741: (Norfolk)Led./Pil._1990-2001/Aug 11
 742: (Madison)Cap.Tim/Wi.St.J_1990-2001/Aug 11
 743: (New Jersey)The Record_1989-2001/Apr 20
 744: (Biloxi) Sun Herald_1995-2001/Jun 09
 745: Investext(R) PDF Index_1999--2001/Aug W2
 747: Newport News Daily Press_1994-2001/Aug 12
 748: Asia/Pac Bus. Jrnl's_1994-2001/Aug 09
 749: Latin American News Jan/_1994-2001/Aug 10
 750: Emerging Mkts & Middle East News_1995-2001/Aug 09
 753: IBISWorld Market Research_2000-2001/Aug W1
 754: IPO Maven_1994-2000/Jul
 755: New Zealand Newspapers_1995-2001/Aug 12
 756: Daily/Sunday Telegraph_2000-2001/Aug 07
 757: Mirror Publications/Independent Newspapers_2000-2001/Aug 10
 758: Asia/Pac Directory_1999/Sep
 759: Reuters Business Insight_1992-2001/Aug
 760: Euromonitor Strategy_2001/Feb
 761: Datamonitor Market Res._1992-2001/Aug
 762: Euromonitor Market Res._1991-2001/Aug
 763: Freedonia Market Res._1990-2001/Jul
 764: BCC Market Research_1989-2001/Aug
 765: Frost & Sullivan_1992-1999/Apr
 766: (R)Kalorama Info Market Res._1993-2000/Aug
 767: Frost & Sullivan Market Eng_2001/Aug
 768: EIU Market Research_2001/Aug 01
 770: Beverage Marketing Research_2001/Aug
 773: EdgarPlus(TM)-Williams Act Filings_2001/Aug 10
 774: EdgarPlus(TM)-Prospectuses_2001/Aug 10
 775: EdgarPlus(TM)-Reg. Statements_2001/Aug 10
 776: EdgarPlus(TM)-6K, 8K, & 10C Filings_2001/Aug 10
 777: EdgarPlus(TM)-Annual Reports_2001/Aug 10
 778: EdgarPlus(TM)-10-K & 20-F Filings_2001/Aug 10
 779: EdgarPlus(TM)-10-Q Filings_2001/Aug 10
 780: EdgarPlus(TM)-Proxy Statements_2001/Aug 10
 781: ProQuest Newsstand_1998-2001/Aug 13
 788: (Myrtle Beach) The Sun News_1996-2001/Aug 10
 790: Tax Notes Today_1986-2001/Aug 13
 791: State Tax Today_1991-2001/Aug 13
 792: Worldwide Tax Daily_1987-2001/Aug 13
 793: Court Filings_1994-2000/Jan W4
 806: Africa News_1996-1999/May 26
 810: Business Wire_1986-1999/Feb 28
 813: PR Newswire_1987-1999/Apr 30
 816: Canada NewsWire_1996-1999/Jun 24
 817: South American Business Info._1996-1999/May 24
 818: Xinhua News_1996-1999/May 26
 861: UPI News_1996-1999/May 27
 929: Albuquerque Newspapers_1995-2001/Aug 10
 979: Milwaukee Jnl Sentinel Apr_1998-2001/Aug 12
 980: Sarasota Herald-Tribune_1996-2001/Aug 12

?s (online (w) (pharmacy or pharmacies)) and prescription? and (order or process? or billing?)

Your SELECT statement is:

s (online (w) (pharmacy or pharmacies)) and prescription? and (order or process? or billing?)

Items	File
1	2: INSPEC_1969-2001/Aug W2
1	233: Internet & Personal Comp. Abs._1981-2001/Aug
45	275: Gale Group Computer DB(TM)_1983-2001/Aug 09
6	647: CMP Computer Fulltext_1988-2001/Aug W1
2	674: Computer News Fulltext_1989-2001/Jul W3
5	696: DIALOG Telecom. Newsletters_1995-2001/Aug 12
>>>File 349 processing for PROCESS? stopped at PROCESS200	
6	349: PCT Fulltext_1983-2001/UB=20010726, UT=20010719
117	9: Business & Industry(R)_Jul/1994-2001/Aug 10
53	13: BAMP_2001/Aug W1
71	15: ABI/Inform(R)_1971-2001/Aug 11
440	16: Gale Group PROMT(R)_1990-2001/Aug 10
2	18: Gale Group F&S Index(R)_1988-2001/Aug 10
Processing	
411	20: World Reporter_1997-2001/Aug 13
1	42: Pharmaceuticl News Idx_1974-2001/Aug W1
Examined 50 files	
4	43: Health News Daily_1990-2001/Aug 10
22	47: Gale Group Magazine DB(TM)_1959-2001/Aug 10
1	75: TGG Management Contents(R)_86-2001/Aug W1
1	111: TGG Natl.Newspaper Index(SM)_1979-2001/Aug 09
16	112: UBM Industry News_1998-2001/Aug 13
11	129: PHIND(Archival)_1980-2001/Aug W1
2	145: (Tacoma) The News Tribune_1992-2001/Aug 12
4	146: Washington Post Online_1983-2001/Aug 13
2	147: The Kansas City Star_1995-2001/Aug 12
397	148: Gale Group Trade & Industry DB_1976-2001/Aug 10
19	149: TGG Health&Wellness DB(SM)_1976-2001/Aug W1
3	158: DIOGENES(R)_1976-2001/Aug W1
1	180: Federal Register_1985-2001/Aug 10
36	187: F-D-C Reports_1987-2001/Aug W2
13	211: Gale Group Newsearch(TM)_2001/Aug 10
Examined 100 files	
1	256: SoftBase:Reviews,Companies&Prods._85-2001/Jul
18	258: AP News Jul_2000-2001/Aug 10
1	261: UPI News_1999-2001/Aug 10
6	262: CBCA Fulltext_1982-2001/Jul
3	267: Finance & Banking Newsletters_2001/Aug 08
1	382: Baton Rouge Advocate_1998-2001/Aug 10
1	387: The Denver Post_1994-2001/Aug 10
1	397: Las Vegas Review-Journal_1997-2001/Aug 10
1	427: Fort Worth Star-Telegram_1993-2001/Aug 09
2	429: Adis Newsletters(Archive)_1982-2001/Jul 16
2	433: Charleston Newspapers_1997-2001/Aug 11
Examined 150 files	
2	477: Irish Times_1999-2001/Aug 09
5	483: Newspaper Abs Daily_1986-2001/Aug 11
34	484: Periodical Abs Plustext_1986-2001/Jul W5
1	485: Accounting & Tax DB_1971-2001/Aug W1
1	489: The News-Sentinel_1991-2001/Aug 10

2 492: Arizona Repub/Phoenix Gaz_19862001/Aug 12
 5 494: St LouisPost-Dispatch_1988-2001/Aug 12
 6 497: (Ft.Lauderdale)Sun-Sentinel_1988-2001/Aug 11
 1 539: Macon Telegraph_1994-2001/Aug 09
 1 582: Augusta Chronicle_1996- 2001/Aug 11
 2 583: Gale Group Globalbase(TM)_1986-2001/Aug 11
 1 604: Gannett News_1998-2001/Jul 25
 51 608: KR/T Bus.News._1992-2001/Aug 10
 60 609: Bridge World Markets_2000-2001/Aug 10
 103 610: Business Wire_1999-2001/Aug 10
 4 612: Japan Economic Newswire(TM)_1984-2001/Aug 09
 172 613: PR Newswire_1999-2001/Aug 10
 5 614: AFP English Wire_1999-2001/Aug 10
 2 616: Canada NewsWire_1999-2001/Mar 09
 20 619: Asia Intelligence Wire_1995-2001/Aug 12
 4 620: EIU:Viewswire_2001/Aug 10
 228 621: Gale Group New Prod.Annou.(R)_1985-2001/Aug 10

Examined 200 files

1 622: EIU Magazines_2000-2001/Aug 09
 5 623: Business Week_1985-2001/Aug W2
 5 624: McGraw-Hill Publications_1985-2001/Aug 09
 10 630: Los Angeles Times_1993-2001/Aug 09
 4 631: Boston Globe_1980-2001/Aug 10
 2 632: Chicago Tribune_1985-2001/Aug 13
 6 633: Phil.Inquirer_1983-2001/Aug 08
 3 634: San Jose Mercury_Jun 1985-2001/Aug 05
 68 635: Business Dateline(R)_1985-2001/Aug 11
 48 636: Gale Group Newsletter DB(TM)_1987-2001/Aug 10
 1 637: Journal of Commerce_1986-2001/Aug 10
 7 638: Newsday/New York Newsday_1987-2001/Aug 11
 7 640: San Francisco Chronicle_1988-2001/Aug 12
 1 642: The Charlotte Observer_1988-2001/Aug 12
 1 643: Grand Forks Herald_1995-2001/Aug 12
 11 645: Contra Costa Papers_1995- 2001/Aug 10
 3 646: Consumer Reports_1982-2001/Jul
 17 648: TV and Radio Transcripts_1997-2001/Aug W1
 248 649: Gale Group Newswire ASAP(TM)_2001/Aug 06
 8 660: Federal News Service_1991-2001/Aug 12
 3 701: St Paul Pioneer Pr Apr_1988-2001/Aug 09
 4 702: Miami Herald_1983-2001/Aug 10
 3 703: USA Today_1989-2001/Aug 10
 6 704: (Portland)The Oregonian_1989-2001/Aug 09
 3 705: The Orlando Sentinel_1988-2001/Aug 12
 5 706: (New Orleans)Times Picayune_1989-2000/Sep 15
 8 707: The Seattle Times_1989-2001/Aug 11
 2 708: Akron Beacon Journal_1989-2001/Aug 10
 1 709: Richmond Times-Disp._1989-2001/Aug 10
 3 710: Times/Sun.Times(London)_Jun 1988-2001/Aug 13

Examined 250 files

3 712: Palm Beach Post_1989-2001/Aug 03
 6 713: Atlanta J/Const._1989-2001/Aug 12
 1 714: (Baltimore) The Sun_1990-2001/Aug 10
 1 716: Daily News Of L.A._1989-2001/Jul 27
 4 718: Pittsburgh Post-Gazette_Jun 1990-2001/Aug 13
 3 720: (Columbia) The State_Dec 1987-2001/Aug 02
 3 721: Lexington Hrlld.-Ldr._1990-2001/Aug 10
 2 722: Cincinnati/Kentucky Post_1990-2001/Aug 08
 1 723: The Wichita Eagle_1990-2001/Aug 10
 1 725: (Cleveland)Plain Dealer_Aug 1991-2000/Dec 13
 7 727: Canadian Newspapers_1990-2001/Aug 13


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3 728: Asia/Pac News_1994-2001/Aug W1
1 732: San Francisco Exam._1990- 2000/Nov 21
1 733: The Buffalo News_1990- 2001/Aug 10
3 734: Dayton Daily News_Oct 1990- 2001/Aug 12
7 735: St. Petersburg Times_1989- 2000/Nov 01
7 736: Seattle Post-Int._1990-2001/Jul 13
1 738: (Allentown) The Morning Call_1990-2001/Aug 10
3 739: The Fresno Bee_1990-2001/Aug 10
6 740: (Memphis)Comm.Appeal_1990-2001/Aug 11
1 743: (New Jersey)The Record_1989-2001/Apr 20
5 745: Investext(R) PDF Index_1999--2001/Aug W2
2 753: IBISWorld Market Research_2000-2001/Aug W1
1 754: IPO Maven_1994-2000/Jul
12 759: Reuters Business Insight_1992-2001/Aug
5 760: Euromonitor Strategy_2001/Feb
2 761: Datamonitor Market Res._1992-2001/Aug
Examined 300 files
2 768: EIU Market Research_2001/Aug 01
47 781: ProQuest Newsstand_1998-2001/Aug 13
11 810: Business Wire_1986-1999/Feb 28
16 813: PR Newswire_1987-1999/Apr 30
3 929: Albuquerque Newspapers_1995-2001/Aug 10
2 979: Milwaukee Jnl Sentinel Apr_1998-2001/Aug 12
1 980: Sarasota Herald-Tribune_1996-2001/Aug 12

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126 files have one or more items; file list includes 327 files.
One or more terms were invalid in one file.

?begin 2,233

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13aug01 08:08:41 User219455 Session D780.2
$6.83      5.465 DialUnits File411
$6.83 Estimated cost File411
$0.45 TYMNET
$7.28 Estimated cost this search
$7.52 Estimated total session cost 5.532 DialUnits

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SYSTEM:OS - DIALOG OneSearch

```

File 2:INSPEC 1969-2001/Aug W2
(c) 2001 Institution of Electrical Engineers
File 233:Internet & Personal Comp. Abs. 1981-2001/Aug
(c) 2001 Info. Today Inc.

```

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Set  Items  Description
---  -

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?s (online (w) (pharmacy or pharmacies)) and prescription? and (order or process?
or billing?)

```

65964 ONLINE
581 PHARMACY
111 PHARMACIES
20 ONLINE (W) (PHARMACY OR PHARMACIES)
5446 PRESCRIPTION?
642003 ORDER
1392989 PROCESS?
3010 BILLING?
S1      2 (ONLINE (W) (PHARMACY OR PHARMACIES)) AND PRESCRIPTION?
AND (ORDER OR PROCESS? OR BILLING?)

```

?t 1/9/1-2

1/9/1 (Item 1 from file: 2)

8/13/01

DIALOG(R)File 2:INSPEC

(c) 2001 Institution of Electrical Engineers. All rts. reserv.

6691998 INSPEC Abstract Number: C2000-10-7210N-036

Title: Integrating Web pages with databases

Author(s): Cox, D.

Author Affiliation: Comput. Sci., Rochester Inst. of Technol., NY, USA

Journal: Dr. Dobb's Journal vol.25, no.9 p.94, 96-8

Publisher: Miller Freeman,

Publication Date: Sept. 2000 Country of Publication: USA

CODEN: DDJSDM ISSN: 1044-789X

SICI: 1044-789X(200009)25:9L.94:IPWD;1-E

Material Identity Number: B719-2000-008

Language: English Document Type: Journal Paper (JP)

Treatment: Practical (P)

Abstract: E-commerce is more than about offering pretty Web pages-it's mostly about using and interacting with databases. In a recent e-commerce project, I worked with a company wanting to build its own online pharmacy. The client wanted to sell over-the-counter products as well as prescription medicines. Clearly, the application demanded a database. Consequently, I chose Microsoft Access for the database, mainly because it is fast, allowing almost instantaneous lookups from a line of more than 18,000 products. To integrate the database with the Web site, I then examined three alternatives. In this article, I discuss the decisions that were made, along with the custom system I eventually implemented. (0 Refs)

Subfile: C

Descriptors: electronic commerce; hypermedia markup languages; information resources; pharmaceutical industry; relational databases

Identifiers: World Wide Web pages; databases; electronic commerce; online pharmacy; over-the-counter products; prescription medicines; Microsoft Access; instantaneous lookup; custom system; HTML pre-processing; Internet programming

Class Codes: C7210N (Information networks); C6160D (Relational databases); C7250 (Information storage and retrieval); C7180 (Retailing and distribution computing)

Copyright 2000, IEE

1/9/2 (Item 1 from file: 233)

DIALOG(R)File 233:Internet & Personal Comp. Abs.

(c) 2001 Info. Today Inc. All rts. reserv.

00544012 99YI08-002

Pushing pills -- The pharmacy used to be the little shop on the corner. Then it was the big store down the street. Now it's the huge store on your...

Yahoo! Internet Life, August 1, 1999, v5 n8 p138-142, 4 Page(s)

ISSN: 1088-0070

Languages: English

Document Type: Articles, News & Columns

Geographic Location: United States

Reports that the online pharmacy business is booming and may be convenient for the consumer, but it has led to a proliferation of fly-by-night and black market sites, resulting in calls for a government investigation. Says that in the last two years, Drug Emporium went online, followed by CVS and Walgreens, along with many other online pharmacies. Explains the process of getting a prescription filled. Reports there is also a growth of questionable firms chasing easy money by concentrating on sales of popular drugs such as Viagra, Propecia, and Prozac. Indicates that these firms cannot be trusted to medicate and may be giving counterfeit

drugs or products not yet approved by the FDA. Reports that Congressman Ron Klink from Pennsylvania has called for a General Accounting Office investigation. Notes at this time no single federal agency has either the authority or the resources to oversee online pharmacies. Includes one photo and two sidebars. (bjp)

Descriptors: Pharmacy; Health; Medicine; Web Sites; Online Services; Consumer Information

?begin 275,647,675,349

>>> 675 does not exist

>>>1 of the specified files is not available

13aug01 08:11:34 User219455 Session D780.3

\$1.72 0.279 DialUnits File2

\$2.25 1 Type(s) in Format 9

\$2.25 1 Types

\$3.97 Estimated cost File2

\$0.06 0.023 DialUnits File233

\$1.75 1 Type(s) in Format 9

\$1.75 1 Types

\$1.81 Estimated cost File233

OneSearch, 2 files, 0.302 DialUnits FileOS

\$0.15 TYMNET

\$5.93 Estimated cost this search

\$13.45 Estimated total session cost 5.834 DialUnits

SYSTEM:OS - DIALOG OneSearch

File 275:Gale Group Computer DB(TM) 1983-2001/Aug 09

(c) 2001 The Gale Group

File 647:CMP Computer Fulltext 1988-2001/Aug W1

(c) 2001 CMP

File 349:PCT Fulltext 1983-2001/UB=20010726, UT=20010719

(c) 2001 WIPO/MicroPat

Set Items Description

--- -----

?s (online (w) (pharmacy or pharmacies)) and prescription? and (order or process? or billing?)

>>>File 349 processing for PROCESS? stopped at PROCESS200

171639 ONLINE

5405 PHARMACY

893 PHARMACIES

158 ONLINE(W) (PHARMACY OR PHARMACIES)

5014 PRESCRIPTION?

436010 ORDER

763802 PROCESS?

27220 BILLING?

S1 57 (ONLINE (W) (PHARMACY OR PHARMACIES)) AND PRESCRIPTION?
AND (ORDER OR PROCESS? OR BILLING?)

?t 1/ti,py/1-57

1/TI,PY/1 (Item 1 from file: 275)

DIALOG(R)File 275:(c) 2001 The Gale Group. All rts. reserv.

CVS - cvs.com.(Company Business and Marketing)(Brief Article)
2001

1/TI,PY/2 (Item 2 from file: 275)

DIALOG(R)File 275:(c) 2001 The Gale Group. All rts. reserv.

Pharmacy2U wins first contract with NHS Trust. (National Health Services) (Company Business and Marketing) (Brief Article)
2001

1/TI,PY/3 (Item 3 from file: 275)
DIALOG(R)File 275:(c) 2001 The Gale Group. All rts. reserv.

Pharmacy2U first with drugs by mail order. (Company Business and Marketing) (Brief Article)
2001

1/TI,PY/4 (Item 4 from file: 275)
DIALOG(R)File 275:(c) 2001 The Gale Group. All rts. reserv.

Rep. Stupak To Combat Net Drug Imports - Update. (Government Activity)
2001

1/TI,PY/5 (Item 5 from file: 275)
DIALOG(R)File 275:(c) 2001 The Gale Group. All rts. reserv.

Illegal Net Pharmacies Stump Lawmakers. (Government Activity)
2001

1/TI,PY/6 (Item 6 from file: 275)
DIALOG(R)File 275:(c) 2001 The Gale Group. All rts. reserv.

NEW MEDIA PLAYER Daniel Lee. (Company Business and Marketing)
2001

1/TI,PY/7 (Item 7 from file: 275)
DIALOG(R)File 275:(c) 2001 The Gale Group. All rts. reserv.

Pay Per Viewer. (Industry Trend or Event)
2001

1/TI,PY/8 (Item 8 from file: 275)
DIALOG(R)File 275:(c) 2001 The Gale Group. All rts. reserv.

A look at IBM's early e-business pilot projects -- Heroes and Zeros -- What ever happened to those firms IBM touted in its E-Biz ad campaign? Read on to find out who fared well and who flamed out. (Company Business and Marketing)
2001

1/TI,PY/9 (Item 9 from file: 275)
DIALOG(R)File 275:(c) 2001 The Gale Group. All rts. reserv.

COMPANY ALPHABETICAL LISTING. (Directory) (Buyers Guide)
2001

1/TI,PY/10 (Item 10 from file: 275)
DIALOG(R)File 275:(c) 2001 The Gale Group. All rts. reserv.

Pharmaceutical Decisions and the Net: More Healthcare Resources on the Internet. (Industry Trend or Event)
2001

1/TI,PY/11 (Item 11 from file: 275)
DIALOG(R)File 275:(c) 2001 The Gale Group. All rts. reserv.

Superdrug first to sell Pill online.
2000

1/TI,PY/12 (Item 12 from file: 275)
DIALOG(R)File 275:(c) 2001 The Gale Group. All rts. reserv.

There's More Money In B2B Than B2C, Says Online Pharmacy. (Company Business and Marketing)
2000

1/TI,PY/13 (Item 13 from file: 275)
DIALOG(R)File 275:(c) 2001 The Gale Group. All rts. reserv.

Healthcare Resources on the Internet: A Primer. (Internet/Web/Online Service Information)
2000

1/TI,PY/14 (Item 14 from file: 275)
DIALOG(R)File 275:(c) 2001 The Gale Group. All rts. reserv.

Medical and Legal Misinformation on the Internet. (Internet/Web/Online Service Information)
2000

1/TI,PY/15 (Item 15 from file: 275)
DIALOG(R)File 275:(c) 2001 The Gale Group. All rts. reserv.

Government pushes on with prescription for e-pharmacy. (Government Activity)
2000

1/TI,PY/16 (Item 16 from file: 275)
DIALOG(R)File 275:(c) 2001 The Gale Group. All rts. reserv.

Slow down on ETP says BMA. (Government Activity)
2000

1/TI,PY/17 (Item 17 from file: 275)
DIALOG(R)File 275:(c) 2001 The Gale Group. All rts. reserv.

Health partnership to exploit acceptance of e-signatures. (Company Business and Marketing)
2000

1/TI,PY/18 (Item 18 from file: 275)
DIALOG(R)File 275:(c) 2001 The Gale Group. All rts. reserv.

Opportunity Knocks at Provider's Door.(Industry Trend or Event)
2000

1/TI,PY/19 (Item 19 from file: 275)
DIALOG(R)File 275:(c) 2001 The Gale Group. All rts. reserv.

Net Pharma-Fraudsters Prepare To Settle With FTC.(Government Activity)
2000

1/TI,PY/20 (Item 20 from file: 275)
DIALOG(R)File 275:(c) 2001 The Gale Group. All rts. reserv.

E-pharmacies To Jump Into Medicine Monitoring - Analyst.(Industry Trend or Event)
2000

1/TI,PY/21 (Item 21 from file: 275)
DIALOG(R)File 275:(c) 2001 The Gale Group. All rts. reserv.

HEALING THE HEALTH CARE BUSINESS.(Company Business and Marketing)
2000

1/TI,PY/22 (Item 22 from file: 275)
DIALOG(R)File 275:(c) 2001 The Gale Group. All rts. reserv.

BN.com Launches Same-Day Delivery In NYC 05/16/00.(Company Business and Marketing)
2000

1/TI,PY/23 (Item 23 from file: 275)
DIALOG(R)File 275:(c) 2001 The Gale Group. All rts. reserv.

Internet Pharmacies: All Hype With No Help?(Internet/Web/Online Service Information)
2000

1/TI,PY/24 (Item 24 from file: 275)
DIALOG(R)File 275:(c) 2001 The Gale Group. All rts. reserv.

Bliley Requests Hearing With FTC On Net Drug Sales 04/13/00.(Industry Trend or Event)
2000

1/TI,PY/25 (Item 25 from file: 275)
DIALOG(R)File 275:(c) 2001 The Gale Group. All rts. reserv.

Study - Online Prescription Sales To Shoot Up 04/03/00.(Industry Trend or Event)
2000

1/TI,PY/26 (Item 26 from file: 275)
DIALOG(R)File 275:(c) 2001 The Gale Group. All rts. reserv.

FDA Wants Congress To Regulate E-pharmacies 03/21/00.(Internet
pharmacies)(Government Activity)
2000

1/TI,PY/27 (Item 27 from file: 275)
DIALOG(R)File 275:(c) 2001 The Gale Group. All rts. reserv.

Better Medicine: Health-Care Providers Look To The Net -- Unprecedented
Demand Is Spurring Changes To The Way Health-Care Services Are
Delivered.(Internet/Web/Online Service Information)
2000

1/TI,PY/28 (Item 28 from file: 275)
DIALOG(R)File 275:(c) 2001 The Gale Group. All rts. reserv.

Dr Koop calls for clear laws for Net chemists.(online pharmacies in the
UK)(Government Activity)
2000

1/TI,PY/29 (Item 29 from file: 275)
DIALOG(R)File 275:(c) 2001 The Gale Group. All rts. reserv.

Keep taking the tablets; Selling prescription drugs over the Internet may
be a popular idea, but it's fraught with issues of regulation and
responsibility. Dianne See Morrison looks at how the market is now, and
what could happen if the Government gets involved.(Company Business and
Marketing)
2000

1/TI,PY/30 (Item 30 from file: 275)
DIALOG(R)File 275:(c) 2001 The Gale Group. All rts. reserv.

E-Pharmacies A Slow Go -- Marketing Prescriptions On The Web Still Seen
As A Big Headache.
2000

1/TI,PY/31 (Item 31 from file: 275)
DIALOG(R)File 275:(c) 2001 The Gale Group. All rts. reserv.

Millennium babies; Companies are launching on the Web almost every day, so
how can you know which are worth following and which won't make it past
tomorrow? Dianne See Morrison and Elen Lewis pick 10 newly-borns whose
prospects for a healthy future look good.(Internet/Web/Online Service
Information)
2000

1/TI,PY/32 (Item 32 from file: 275)
DIALOG(R)File 275:(c) 2001 The Gale Group. All rts. reserv.

cScope Incubator's First Site - Allcures.com 02/02/00.(Company Business and

Marketing) (Brief Article)
2000

1/TI,PY/33 (Item 33 from file: 275)
DIALOG(R)File 275:(c) 2001 The Gale Group. All rts. reserv.

Is the web bad for your health. (Directory)
2000

1/TI,PY/34 (Item 34 from file: 275)
DIALOG(R)File 275:(c) 2001 The Gale Group. All rts. reserv.

(2) Online Drugstore Buys Posh Cosmetics Retailer 01/12/00 >By Steven
Bonisteel. (Company Business and Marketing)
2000

1/TI,PY/35 (Item 35 from file: 275)
DIALOG(R)File 275:(c) 2001 The Gale Group. All rts. reserv.

Healtheon Allies with CVS. (Company Business and Marketing)
2000

1/TI,PY/36 (Item 36 from file: 275)
DIALOG(R)File 275:(c) 2001 The Gale Group. All rts. reserv.

Online Drugstore Buys Posh Cosmetics Retailer 01/12/00 >By Steven
Bonisteel.
2000

1/TI,PY/37 (Item 37 from file: 275)
DIALOG(R)File 275:(c) 2001 The Gale Group. All rts. reserv.

****Clinton Prescribes Net Drug Sales Regulation 12/28/99.
1999

1/TI,PY/38 (Item 38 from file: 275)
DIALOG(R)File 275:(c) 2001 The Gale Group. All rts. reserv.

WebMD Prescribes Pact For Online Drugstore 01/10/00.
2000

1/TI,PY/39 (Item 39 from file: 275)
DIALOG(R)File 275:(c) 2001 The Gale Group. All rts. reserv.

NACDS Urges Caution In Internet Drug Regulation.
1999

1/TI,PY/40 (Item 40 from file: 275)
DIALOG(R)File 275:(c) 2001 The Gale Group. All rts. reserv.

****Drug/Healthcare Industry Ready For Y2K - HHS 12/28/99. (Industry Trend
or Event)

8/13/01

1999

1/TI,PY/41 (Item 41 from file: 275)
DIALOG(R)File 275:(c) 2001 The Gale Group. All rts. reserv.

drugstore.com's Doctor of Customer Service.(Peter Neupert)(Industry Trend
or Event)
1999

1/TI,PY/42 (Item 42 from file: 275)
DIALOG(R)File 275:(c) 2001 The Gale Group. All rts. reserv.

FDA To Search For Unscrupulous Net Pharmacies 08/09/99.
1999

1/TI,PY/43 (Item 43 from file: 275)
DIALOG(R)File 275:(c) 2001 The Gale Group. All rts. reserv.

House Subcommittee To Hear About Internet Drugstores 07/29/99 >BY Bob
Woods.
1999

1/TI,PY/44 (Item 44 from file: 275)
DIALOG(R)File 275:(c) 2001 The Gale Group. All rts. reserv.

CBS Buys 20 Percent Of New Online Pharmacy Rx.com 07/22/99.
1999

1/TI,PY/45 (Item 45 from file: 275)
DIALOG(R)File 275:(c) 2001 The Gale Group. All rts. reserv.

****Amazon.com Buys Chunk Of Drugstore.com As Service Opens 02/25/99.
1999

1/TI,PY/46 (Item 1 from file: 647)
DIALOG(R)File 647:(c) 2001 CMP. All rts. reserv.

A look at IBM's early e-business pilot projects - Heroes and Zeros - What
ever happened to those firms IBM touted in its E-Biz ad campaign? Read
on to find out who fared well and who flamed out.
, 2001

1/TI,PY/47 (Item 2 from file: 647)
DIALOG(R)File 647:(c) 2001 CMP. All rts. reserv.

Better Medicine: Health-Care Providers Look To The Net - Unprecedented
Demand Is Spurring Changes To The Way Health-Care Services Are
Delivered
, 2000

1/TI,PY/48 (Item 3 from file: 647)
DIALOG(R)File 647:(c) 2001 CMP. All rts. reserv.

8/13/01

E-Pharmacies A Slow Go - Marketing Prescriptions On The Web Still Seen
As A Big Headache
, 2000

1/TI,PY/49 (Item 4 from file: 647)
DIALOG(R)File 647:(c) 2001 CMP. All rts. reserv.

Walgreen Hustles To Close Online Gap
, 1999

1/TI,PY/50 (Item 5 from file: 647)
DIALOG(R)File 647:(c) 2001 CMP. All rts. reserv.

Walgreen Teams Up With USWeb/CKS To Create New Internet Pharmacy -
Pharmacies seek Web remedy
, 1999

1/TI,PY/51 (Item 6 from file: 647)
DIALOG(R)File 647:(c) 2001 CMP. All rts. reserv.

E-Commerce: New Sense Of Urgency :CVS buys Soma.com To Speed Web Effort -
Deal Lets Drug Retailer Accelerate Plans To Integrate Internet And
Conventional Drugstores
, 1999

1/TI,PY/52 (Item 1 from file: 349)
DIALOG(R)File 349:(c) 2001 WIPO/MicroPat. All rts. reserv.

APPARATUS AND METHOD FOR ACCESSING PHARMACY INFORMATION AND ORDERING
PRESCRIPTIONS
DISPOSITIF ET PROCEDE PERMETTANT D'ACCEDER A DES INFORMATIONS
PHARMACEUTIQUES ET DE COMMANDER DES ORDONNANCES
Publication Year: 2001

1/TI,PY/53 (Item 2 from file: 349)
DIALOG(R)File 349:(c) 2001 WIPO/MicroPat. All rts. reserv.

REAL-TIME DELIVERY OF MEDICAL TEST DATA TO PORTABLE COMMUNICATIONS DEVICES
REMISE EN TEMPS REEL DE DONNEES DE TESTS MEDICAUX A DES DISPOSITIFS DE
COMMUNICATION PORTATIFS
Publication Year: 2001

1/TI,PY/54 (Item 3 from file: 349)
DIALOG(R)File 349:(c) 2001 WIPO/MicroPat. All rts. reserv.

METHOD, APPARATUS AND SYSTEM FOR PROVIDING HEALTH MANAGEMENT RESOURCES AND
PHARMACY SERVICES TO CONSUMERS
PROCEDE, APPAREIL ET SYSTEME OFFRANT DES RESSOURCES DE GESTION SANITAIRE ET
DES SERVICES DE PHARMACIE AUX CONSOMMATEURS
Publication Year: 2001

1/TI,PY/55 (Item 4 from file: 349)

DIALOG(R)File 349:(c) 2001 WIPO/MicroPat. All rts. reserv.

METHOD, APPARATUS AND SYSTEM FOR PROVIDING A DRUG UTILIZATION REVIEW THAT
INTEGRATES NON- PRESCRIPTION ITEMS
PROCEDE, APPAREIL ET SYSTEME SERVANT A PRODUIRE UN EXAMEN DE L'UTILISATION
DE MEDICAMENTS QUI INTEGRE DES ARTICLES VENDUS SANS ORDONNANCE
Publication Year: 2001

1/TI,PY/56 (Item 5 from file: 349)
DIALOG(R)File 349:(c) 2001 WIPO/MicroPat. All rts. reserv.

A MESSAGE AND PROGRAM SYSTEM SUPPORTING COMMUNICATION
PROCEDE DE MESSAGERIE ET SYSTEME DE PROGRAMMATION SUPPORTANT DES
COMMUNICATIONS
Publication Year: 2001

1/TI,PY/57 (Item 6 from file: 349)
DIALOG(R)File 349:(c) 2001 WIPO/MicroPat. All rts. reserv.

SYSTEMS AND METHODS FOR DRUG DISPENSING
SYSTEMES ET PROCEDES DE DISTRIBUTION DE MEDICAMENTS
Publication Year: 2001
?t 1/2,ab,kwic/42-45

1/2,AB,KWIC/42 (Item 42 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
(c) 2001 The Gale Group. All rts. reserv.

02321123 SUPPLIER NUMBER: 55406340 (USE FORMAT 7 OR 9 FOR FULL TEXT)
FDA To Search For Unscrupulous Net Pharmacies 08/09/99.
Woods, Bob
Newsbytes PM, NA
August 9, 1999
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 456 LINE COUNT: 00041

GEOGRAPHIC CODES/NAMES: 1USA United States
EVENT CODES/NAMES: 360 Services information;930 Government regulation;980
Legal issues & crime
PRODUCT/INDUSTRY NAMES: 4811520 (Online Services)
NAICS CODES: 514191 On-Line Information Services

TEXT:

...soon purchase advanced Web crawling systems that will help it
ferret out Websites illegitimately selling prescriptions to people who do
not necessarily need the drugs or who do not have prescriptions , an FDA
source told Newsbytes. The action comes after, but not as a direct result
...

... the administration panelists had been essentially whistling in the
dark when it comes to rogue online pharmacies delivering both legal and
illegal drugs without any patient evaluation.

The FTC has said it...

...Congress to draft legislation to set a federal standard for licensing
the booming business of online pharmacies . The Justice Department and
FDA split from this opinion, arguing instead for using existing law...

...and cats all could successfully get Viagra sent to them in the mail from

some online pharmacies .

Several witnesses testified that although problems exist with insuring the legality of some Websites and...

...be a mistake to ban online pharmaceutical sales altogether.

Drugstore.com CEO Peter Neupert, defending online pharmacies , said that "Like community and mail-order pharmacies, our customers must have a prescription from their doctor - we do not prescribe medications."

Reported By Newsbytes.com, <http://www.newsbytes.com>...

1/2,AB,KWIC/43 (Item 43 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
(c) 2001 The Gale Group. All rts. reserv.

02318165 SUPPLIER NUMBER: 55312681 (USE FORMAT 7 OR 9 FOR FULL TEXT)
House Subcommittee To Hear About Internet Drugstores 07/29/99 >BY Bob Woods.
Newsbytes, NA
July 29, 1999
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 311 LINE COUNT: 00029

GEOGRAPHIC CODES/NAMES: 1USA United States
EVENT CODES/NAMES: 940 Government regulation (cont)
PRODUCT/INDUSTRY NAMES: 4811524 (Teleshopping Services); 5912000 (Drug Stores)
NAICS CODES: 514199 All Other Information Services; 44611 Pharmacies and Drug Stores
FILE SEGMENT: NW File 649

... will also testify, he told Newsbytes.

"We have seen companies that, to get a Viagra prescription , all one needs to do is fill out a form with their personal information," Woodruff

...Kalamazoo, will show her recent investigative report that resulted in her dog obtaining a Viagra prescription from one of these online pharmacies . Woodruff even said that, during the medical screening process , Behrens used the term "neutered" to describe her canine "applicant." While that should have "set off bells with the pharmacy," Woodruff said, the prescription was filled anyway.

Woodruff stated that Internet pharmacies do have advantages, especially to those who...

...issue," Woodruff added.

The hearing, entitled "Drugstores on the Net: The Benefits and Risks of Online Pharmacies ," will be held Friday morning.

Reported By Newsbytes.com, <http://www.newsbytes.com>
(19990729/Press...

1/2,AB,KWIC/44 (Item 44 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
(c) 2001 The Gale Group. All rts. reserv.

02314978 SUPPLIER NUMBER: 55241889 (USE FORMAT 7 OR 9 FOR FULL TEXT)
CBS Buys 20 Percent Of New Online Pharmacy Rx.com 07/22/99.
Newsbytes PM, NA
July 22, 1999
LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 380 LINE COUNT: 00034

COMPANY NAMES: CBS Corp.; Rx.com
 GEOGRAPHIC CODES/NAMES: 1USA United States
 EVENT CODES/NAMES: 150 Acquisitions & mergers; 160 Asset sales & divestitures
 PRODUCT/INDUSTRY NAMES: 4830000 (Broadcasting); 5961000 (Mail Order Houses); 4811500 (Specialized Telecommunication Services
 NAICS CODES: 5131 Radio and Television Broadcasting; 45411 Electronic Shopping and Mail-Order Houses; 51331 Wired Telecommunications Carriers

CBS Buys 20 Percent Of New Online Pharmacy Rx.com 07/22/99.

TEXT:

...its well-publicized Internet cap today with its purchase of a 20 percent stake in online pharmacy Rx.com. In exchange, privately held Rx.com gets \$37.5 million in advertising and...
 ... over-the-counter health and "wellness" products on its site and plans to begin selling prescription medication online in September, Lee told Newsbytes.

Under the terms of the agreement, CBS will...

...PRODUCT/INDUSTRY NAMES: 5961000 (Mail Order Houses...
 NAICS CODES: 5131 Radio and Television Broadcasting; 45411 Electronic Shopping and Mail-Order Houses; 51331 Wired Telecommunications Carriers

1/2,AB,KWIC/45 (Item 45 from file: 275)
 DIALOG(R)File 275:Gale Group Computer DB(TM)
 (c) 2001 The Gale Group. All rts. reserv.

02273145 SUPPLIER NUMBER: 53965496 (USE FORMAT 7 OR 9 FOR FULL TEXT)
 ****Amazon.com Buys Chunk Of Drugstore.com As Service Opens 02/25/99.
 Newsbytes, NA
 Feb 25, 1999
 LANGUAGE: English RECORD TYPE: Fulltext
 WORD COUNT: 676 LINE COUNT: 00059

COMPANY NAMES: Amazon.com Inc.
 GEOGRAPHIC CODES/NAMES: 1USA United States
 EVENT CODES/NAMES: 830 Sales, profits & dividends
 PRODUCT/INDUSTRY NAMES: 4811520 (Online Services); 5961000 (Mail Order Houses)
 SIC CODES: 4822 Telegraph & other communications; 5961 Catalog and mail-order houses
 NAICS CODES: 514191 On-Line Information Services; 45411 Electronic Shopping and Mail-Order Houses
 FILE SEGMENT: NW File 649

TEXT:

...drugstore to buy drugs seems to appeal to Americans, who bought \$13.8 billion in prescriptions through mail-order operations in 1998, according to the National Association of Chain Drugstores. Mail-order prescriptions made up about 13.4 percent of all prescription sales, which totaled around \$102 billion in 1998, the association also said at an early...

...market with more than 15,000 brand-name personal healthcare products.

Besides a complete, licensed online pharmacy , drugstore.com goes beyond what normal retailers generally offer: personal shopping lists, e-mail reminders...

...PRODUCT/INDUSTRY NAMES: 5961000 (Mail Order Houses)
 NAICS CODES: 514191 On-Line Information Services; 45411 Electronic Shopping and Mail-Order Houses
 ?t 1/9/42-45

1/9/42 (Item 42 from file: 275)
 DIALOG(R)File 275:Gale Group Computer DB(TM)
 (c) 2001 The Gale Group. All rts. reserv.

02321123 SUPPLIER NUMBER: 55406340 (THIS IS THE FULL TEXT)
 FDA To Search For Unscrupulous Net Pharmacies 08/09/99.
 Woods, Bob
 Newsbytes PM, NA
 August 9, 1999
 LANGUAGE: English RECORD TYPE: Fulltext
 WORD COUNT: 456 LINE COUNT: 00041

TEXT:

WASHINGTON, DC, U.S.A., 1999 AUG 9 (NB) -- By Bob Woods, Newsbytes.
 The Food and Drug Administration (FDA) will soon purchase advanced Web crawling systems that will help it ferret out Websites illegitimately selling prescriptions to people who do not necessarily need the drugs or who do not have prescriptions , an FDA source told Newsbytes. The action comes after, but not as a direct result of, testimony heard late last month in regards to such Internet drug operations.

The \$100,000 Internet tool package will be purchased soon, the source also said. While a start date has not been set for the Net crawls, the source said the searches should begin "very soon."

While detailed information on the new system was not immediately available, the "very sophisticated" Web crawlers use advanced search techniques to ferret out information and perform analyses of such Websites, the source added.

The FDA now appears to be taking the lead on an issue where the jurisdictional lines are not clear. During a House Oversight and Investigations Subcommittee hearing last July 30, Federal Trade Commission (FTC) Bureau of Consumer Protection Director Jodie Bernstein said exactly which agency or agencies having the legal ability to police this activity is unclear. Agencies that could have jurisdiction include the FTC, the FDA, US Customs and the Justice Department's Drug Enforcement Administration (DEA).

Rep. Bart Stupak, D-Mich., suggesting during the hearing that the administration panelists had been essentially whistling in the dark when it comes to rogue online pharmacies delivering both legal and illegal drugs without any patient evaluation.

The FTC has said it wants Congress to draft legislation to set a federal standard for licensing the booming business of online pharmacies . The Justice Department and FDA split from this opinion, arguing instead for using existing law and cooperative agreements with state attorneys general.

But as confusion swirled around the issue last month broadcast reporters from Michigan and Pennsylvania showed how children, dead people, people with heart problems and cats all could successfully get Viagra sent to them in the mail from some online pharmacies .

Several witnesses testified that although problems exist with insuring the legality of some Websites and the authenticity of the drugs they sell, it would be a mistake to ban online pharmaceutical sales

altogether.

Drugstore.com CEO Peter Neupert, defending online pharmacies , said that "Like community and mail-order pharmacies, our customers must have a prescription from their doctor - we do not prescribe medications."

Reported By Newsbytes.com, <http://www.newsbytes.com> .

(19990809/Press Contact: Food and Drug Administration, Press Office, 301-827-6242 /WIRES ONLINE, PC, BUSINESS, LEGAL/)

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GEOGRAPHIC CODES/NAMES: 1USA United States

EVENT CODES/NAMES: 360 Services information;930 Government regulation;980 Legal issues & crime

PRODUCT/INDUSTRY NAMES: 4811520 (Online Services)

NAICS CODES: 514191 On-Line Information Services

1/9/43 (Item 43 from file: 275)

DIALOG(R)File 275:Gale Group Computer DB(TM)

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02318165 SUPPLIER NUMBER: 55312681 (THIS IS THE FULL TEXT)

House Subcommittee To Hear About Internet Drugstores 07/29/99 >BY Bob Woods.

Newsbytes, NA

July 29, 1999

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 311 LINE COUNT: 00029

TEXT:

WASHINGTON, DC, U.S.A., 1999 JUL 29 (NB) - With the emergence of Internet-based drugstores selling "lifestyle drugs" like Viagra to Netizens on the basis of questionnaires or other non-physical exams, the chance of people getting hurt from these drugs is increased. The House Commerce Committee's Subcommittee on Oversight and Investigations will hear about the negatives - and positives - of such operations at a hearing on Friday.

Those who use these drugstores, as well as those who run them, will testify at the hearing, said David Woodruff, press secretary to Rep. Fred Upton, R-Mich., who chairs the subcommittee. Federal agency and state officials, health care officials and even journalists will also testify, he told Newsbytes.

"We have seen companies that, to get a Viagra prescription , all one needs to do is fill out a form with their personal information," Woodruff said, "and the Viagra is then on the way."

One of the witnesses, reporter Christine Behrens at WWMT-TV in Kalamazoo, will show her recent investigative report that resulted in her dog obtaining a Viagra prescription from one of these online pharmacies . Woodruff even said that, during the medical screening process , Behrens used the term "neutered" to describe her canine "applicant." While that should have "set off bells with the pharmacy," Woodruff said, the prescription was filled anyway.

Woodruff stated that Internet pharmacies do have advantages, especially to those who can't easily get to a real-world pharmacy because of age, physical condition, or rural location.

But overall, "we hope to shed some light on the issue," Woodruff added.

The hearing, entitled "Drugstores on the Net: The Benefits and Risks of Online Pharmacies ," will be held Friday morning.

Reported By Newsbytes.com, <http://www.newsbytes.com>

(19990729/Press Contact: David Woodruff, Office of Rep. Fred Upton, 202-225-3761/WIRES ONLINE, PC, BUSINESS, LEGAL/)

8/13/01

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GEOGRAPHIC CODES/NAMES: 1USA United States
EVENT CODES/NAMES: 940 Government regulation (cont)
PRODUCT/INDUSTRY NAMES: 4811524 (Teleshopping Services); 5912000 (Drug Stores)
NAICS CODES: 514199 All Other Information Services; 44611 Pharmacies and Drug Stores
FILE SEGMENT: NW File 649

1/9/44 (Item 44 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
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02314978 SUPPLIER NUMBER: 55241889 (THIS IS THE FULL TEXT)
CBS Buys 20 Percent Of New Online Pharmacy Rx.com 07/22/99.
Newsbytes PM, NA
July 22, 1999
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 380 LINE COUNT: 00034

TEXT:

NEW YORK, NEW YORK, 1999 JUL 22 (NB) -- By Laura Randall, Newsbytes. CBS Corp. (NYSE:CBS) added another feather to its well-publicized Internet cap today with its purchase of a 20 percent stake in online pharmacy Rx.com. In exchange, privately held Rx.com gets \$37.5 million in advertising and promotional space on CBS media properties over the next four years.

The deal with Rx.com is the second health-related purchase in less than a month for CBS, which acquired a 35 percent stake in online health information provider Medscape Inc. for \$150 million in early July. (See Newsbytes, July 8, 1999)

The deal marks the first partnership for Rx.com, which opened its Web doors in June, says Rachel Lee, Rx.com's director of communications. The company currently sells over-the-counter health and "wellness" products on its site and plans to begin selling prescription medication online in September, Lee told Newsbytes.

Under the terms of the agreement, CBS will acquire a 20 percent equity stake in Austin, Texas-based Rx.com, as well as the option to purchase an additional 700,000 shares of the company's stock. A CBS representative will also join Rx.com's board of directors as part of deal.

Rx.com, on the other hand, receives access to CBS's media muscle with advertising and promotion campaigns on its radio, television and billboard businesses. "Our main focus in this (arrangement) is the ability and opportunity to advertise off-line," Rx.com's Lee told Newsbytes.

Rx.com's target customers are the 55-and-up crowd, who tend to pay for their medications with cash, and aging "baby boomers," who prefer self-medication to reliance on doctors, Lee said.

The partnership with Rx.com is about the tenth Internet-related deal in which CBS swaps advertising benefits for ownership, CBS spokesman Gil Schwartz said. CBS has also recently taken equity-for-promotion stakes in Medscape, MarketWatch.com, SportsLine USA, Banyan Systems Inc.'s Switchboard.com, WinStar Communications Inc.'s Office.com, Big Entertainment's Hollywood.com and ThirdAge Media Inc.

Rx.com was founded in 1998 and operates out of a 90,000-square-foot facility in Austin, Texas.

Reported by Newsbytes.com, <http://www.newsbytes.com>

(19990722/Press Contacts: Gil Schwartz, CBS, 212-975-2121; Rachel Lee, Rx.com, 512-652-1263/WIRES ONLINE, BUSINESS/CBS/PHOTO)

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COMPANY NAMES: CBS Corp.; Rx.com
 GEOGRAPHIC CODES/NAMES: 1USA United States
 EVENT CODES/NAMES: 150 Acquisitions & mergers; 160 Asset sales & divestitures
 PRODUCT/INDUSTRY NAMES: 4830000 (Broadcasting); 5961000 (Mail Order Houses); 4811500 (Specialized Telecommunication Services
 NAICS CODES: 5131 Radio and Television Broadcasting; 45411 Electronic Shopping and Mail-Order Houses; 51331 Wired Telecommunications Carriers

1/9/45 (Item 45 from file: 275)
 DIALOG(R) File 275:Gale Group Computer DB(TM)
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02273145 SUPPLIER NUMBER: 53965496 (THIS IS THE FULL TEXT)
 ****Amazon.com Buys Chunk Of Drugstore.com As Service Opens 02/25/99.
 Newsbytes, NA
 Feb 25, 1999
 LANGUAGE: English RECORD TYPE: Fulltext
 WORD COUNT: 676 LINE COUNT: 00059

TEXT:

REDMOND, WASHINGTON, U.S.A., 1999 FEB 25 (NB) -- By Bob Woods, Newsbytes. As Internet start-up drugstore.com goes live today, it has already gained a partner that carries a huge name in Internet e-commerce: Amazon.com Inc. (NASDAQ:AMZN). Investors seem to like the news: Amazon.com shares were up \$9 or 8.1 percent to \$119.938 in early-morning trading today. After Wednesday's closing bell, Amazon.com said it had purchased a 46 percent equity stake in the Internet's newest drugstore. Company officials declined to say exactly how much money they pumped into the new Net store. Amazon.com also said it would "help introduce customers to the new shopping experience at drugstore.com as part of a strategic alliance." While officials did not detail the alliance in a statement released late Wednesday, a link proclaiming "Our partner drugstore.com is now open!" now appears at the Amazon.com Web site. For Amazon.com, the drugstore.com buy adds to an expanding product line that started with just books and now includes CDs, toys and gifts, and DVDs and videos. Drugstore.com, meantime, gains support from the company widely believed to be the "best thing" in Internet commerce. The new company also obtains Internet experience in the deal, as Amazon.com founder and chief executive officer (CEO) Jeff Bezos will serve on the drugstore.com board of directors. The start-up already had some major "names" behind it even before the Amazon.com deal. Company President and Chief Executive Officer (CEO) Peter Neupert, used to be a top executive at Microsoft. And Liberty Media and Silicon Valley venture capital phenom Kleiner Perkins Caufield and Byers hold stakes in the company. Now drugstore.com needs customers, and the concept of not going into a drugstore to buy drugs seems to appeal to Americans, who bought \$13.8 billion in prescriptions through mail-order operations in 1998, according to the National Association of Chain Drugstores. Mail-order prescriptions made up about 13.4 percent of all prescription sales, which totaled around \$102 billion in 1998, the association also said at an early December 1998 press conference. And drugstore.com is designed to deliver to that market with more than 15,000 brand-name personal healthcare products. Besides a complete, licensed online pharmacy, drugstore.com goes beyond what normal retailers generally offer: personal shopping lists, e-mail reminders for refills, and private e-mail access to pharmacists and beauty experts for questions, among other features. "Going to a brick and

mortar drugstore can be a frustrating experience for lots of different reasons: waiting, lack of selection, lack of personal assistance and so on," Neupert said in a statement. "We are going to raise the bar for customers' expectations in the drugstore space by offering broad and deep variety, easy and convenient shopping, objective product information that isn't sponsored, quick personal service and complete privacy." Customers' possible privacy concerns are also addressed, as secure server technology is used to send, receive and store customer information, company officials said. Drugstore.com also said it has a strict policy against sharing or selling personal data. Luddites and those without Internet access can use a toll-free number (800-drugstore) to use the new service. Drugstore.com, though, is facing a similar situation as Amazon.com sees: an increasingly competitive marketplace. Soma opened its own drugstore on the Internet last month, and PlanetRx is scheduled to soon start its own offering. To counteract its current and new adversaries, drugstore.com has signed a slew of relationships with Internet players like Amazon.com, Excite and Yahoo. The company is also affiliating with OnHealth, a health information network primarily targeted at adult women, as well as with Women.com and Intellihealth. Reported By Newsbytes News Network, <http://www.newsbytes.com>. (19990225/Press Contacts: Debby Fry Wilson, drugstore.com, 425-586-2198; Lauren Leff or Lloyd Trufelman, Trylon Communications, 212-725-2295; Kay Dangaard, Amazon.com, 206-834-7180 /WIRES ONLINE, PC, BUSINESS/DRUGSTORE/PHOTO

COPYRIGHT 1999 Newsbytes Inc.

COMPANY NAMES: Amazon.com Inc.
 GEOGRAPHIC CODES/NAMES: 1USA United States
 EVENT CODES/NAMES: 830 Sales, profits & dividends
 PRODUCT/INDUSTRY NAMES: 4811520 (Online Services); 5961000 (Mail Order Houses)
 SIC CODES: 4822 Telegraph & other communications; 5961 Catalog and mail-order houses
 NAICS CODES: 514191 On-Line Information Services; 45411 Electronic Shopping and Mail-Order Houses
 FILE SEGMENT: NW File 649
 ?begin 768,759,753

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13aug01 08:15:58 User219455 Session D780.4
    $1.61      0.299 DialUnits File275
      $13.00   4 Type(s) in Format  9
      $8.60   4 Type(s) in Format  2 (UDF)
      $0.00  45 Type(s) in Format  6 (UDF)
    $21.60  53 Types
$23.21 Estimated cost File275
    $0.52      0.102 DialUnits File647
      $16.20   6 Type(s) in Format  2 (UDF)
    $16.20   6 Types
$16.72 Estimated cost File647
    $2.40      0.506 DialUnits File349
      $0.00   6 Type(s) in Format  6 (UDF)
    $0.00   6 Types
    $2.40 Estimated cost File349
      OneSearch, 3 files,  0.906 DialUnits FileOS
    $0.25 TYMNET
$42.58 Estimated cost this search
$56.03 Estimated total session cost   6.740 DialUnits
  
```

SYSTEM:OS - DIALOG OneSearch
 File 768:EIU Market Research 2001/Aug 01
 (c) 2001 EIU

*File 768: KWIC costs \$3.30 in File 768.

File 759:Reuters Business Insight 1992-2001/Aug
(c) 2001 Datamonitor

File 753:IBISWorld Market Research 2000-2001/Aug W1
(c) 2001 IBIS Bus Info Ltd

Set	Items	Description
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?	s	(online (w) (pharmacy or pharmacies)) and prescription? and (order or process? or billing?)
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1377	ONLINE
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336	PHARMACY
-----	----------

354	PHARMACIES
-----	------------

32	ONLINE(W) (PHARMACY OR PHARMACIES)
----	------------------------------------

851	PRESCRIPTION?
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8684	ORDER
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13316	PROCESS?
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690	BILLING?
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S1	16	(ONLINE (W) (PHARMACY OR PHARMACIES)) AND PRESCRIPTION? AND (ORDER OR PROCESS? OR BILLING?)
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?t 1/2,ab,kwic/1-16

>>>No matching display code(s) found in file(s): 753, 759, 768

1/2,AB,KWIC/1 (Item 1 from file: 768)

DIALOG(R)File 768:EIU Market Research

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00042425

PROFILE: AN UPHILL STRUGGLE FOR MANAGED CARE IN EUROPE (2 OF 5)

Main Title: HEALTCARE EUROPE 3RD QTR 1999

Pub. Date: AUGUST 1999

Source: THE ECONOMIST INTELLIGENCE UNIT LIMITED

Telephone: (212) 554-0600

Word Count: 836 (1 pp.)

Language: English

Country: EUROPE

Industry: HEALTH CARE

Company Names (DIALOG Generated): Bristol Myers Squibb ; BAK ; Diversified
Pharmaceutical ; Express Scripts ; PCS ; SmithKline Beecham

Slow-going in mail order and PBM

The delivery of prescription medicines by post is a cornerstone of US managed care, where it accounts for a...

...by 19% compared with 1997. Leading

US drug companies have become increasingly reliant on mail order to distribute their medicines. In 1998 Bristol-Myers Squibb saw mail-order sales of its products hit \$621m, up by 22% on the previous year. On the...

...side of the Atlantic however, the market is virtually non-existent.

Efforts to launch mail-order pharmacies have come to little-

Just four years ago there were efforts to launch mail-order pharmacies in almost every European country as entrepreneurs saw the chance to make a profit...

...infamous closure of Caremark in 1998, which pioneered the service in the Netherlands, ("Regulation-mail-order pharmacy in the Netherlands", Healthcare international), 4th quarter 1998. did people accept that mail order was simply not going happen in Europe. The only success stories have been a ...in remote areas of northern Scandinavia.

-as volumes of business have proved insufficient

A mail-order system could only make significant inroads if the volume of prescriptions is sufficient. It has not been. Opposition from pharmacists has been intense, not surprisingly as over 80% of all prescription medicines in the seven major European markets pass through community pharmacies; the remainder is mainly...

...approved schemes.

Although European law has been ambivalent, with little to prevent or encourage mail order, the regulatory regimes of most countries have not favoured it (see Table 4.2). Germany...BAK.

The future may lie in e-pharmacy

Ironically, entrepreneurs, after failing to establish mail order a few years ago, are back with a new approach, the Internet. As the public...

...the most publicised examples-from numerous sites on the world wide web. In the US online pharmacies are booming. Europe is just beginning to see the emergence of e-pharmacies-there are...

...be a matter of time before computer-literate patients start to bypass the pharmacy and order their medicines down the telephone wire, whether the practice is legal or not. Technological barriers...

...level, catch up with the fast-paced world of cyber-healthcare.

In the US, mail order goes hand-in-glove with pharmacy benefit management (PBM)-third-party administration (TPA) of pharmacy

1/2,AB,KWIC/2 (Item 2 from file: 768)
DIALOG(R)File 768:EIU Market Research
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00037266

DRUGS, PATIENTS/INTERNET: RX GOES TO CYBERSPACE

Main Title: HEALTHCARE INTERNATIONAL - 2ND QTR 1999
Pub. Date: JUNE 1999
Source: THE ECONOMIST INTELLIGENCE UNIT LIMITED
Telephone: (212) 554-0600
Word Count: 828 (1 pp.)
Language: English

Country: WORLD
Industry: HEALTH CARE
Company Names (DIALOG Generated): Drugstore ; Forrester Research ;
Microsoft

8/13/01

...their attention to pharmacies, promising to transform the way drugs are sold in the US.

Online pharmacies such as Soma.com, planetRx and, most recently, Drugstore.com are jockeying for a position in the \$150bn prescription and over-the-counter drug and sundries market. Run by managers that are seasoned in...

...brainchild of former Microsoft vice-president Peter Neupert, the website now carries 17,000 non-prescription drugs and 3,000 prescription drugs, in addition to sundries such as toothpaste, shaving cream and lipstick. The ...drug issues, although also to act as marketing tools. With some similarity to a mail-order pharmacy, Drugstore is capable of filling prescriptions by fax or by direct communication with the patient's doctor, and can turn a prescription round within three to five days. While that leaves out emergency prescriptions, the service is an option for the two-thirds of prescriptions that are for chronic ailments and refills.

Drugstore's major advantage is its connection to...that they might be embarrassed by peers or sales staff.

Drugstore hopes that in the process of saving themselves from feeling embarrassed at the nature of their purchases, customers will take...

...such as shaving foam or hair spray, to their electronic shopping carts.

In anticipation of prescription sales that are set to grow only slowly, Drugstore is counting on making money with Drugstore's sales, the volume of prescription drugs has turned out to be considerably higher than the organisation originally expected, according to...

...ensuring a continued ability to supply orders, Drugstore has gone into partnership with a mail-order pharmacy, RxAmerica, which handles more than 25,000 weekly orders.

Despite making considerable in-house efforts to refine and improve activities, Drugstore.com, like all online pharmacies, is counting on the growth of the Internet to supply the biggest boost. Observers predict...

...drugs to grow from \$213m in 1998 to \$6bn in 2002. Forrester specialists predict that online pharmacies could gain over 5% of the global retail drug market.

These predictions notwithstanding, one of the biggest hurdles that all online pharmacies face is the

1/2,AB,KWIC/3 (Item 1 from file: 759)
DIALOG(R)File 759:Reuters Business Insight
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00103340

HEALTHCARE: 6.11 PRODUCTS AND SERVICES

Main Title: Best Practice - Online Marketing and Branding
Pub. Date: January 03, 2001

8/13/01

Source: DATAMONITOR
 Telephone: +44 20 7675 7000
 Word Count: 1589 (1 pp.)
 Language: English

Country: WORLD
 Industry: TELECOMMUNICATIONS
 Company Names (DIALOG Generated): Mayo Clinic ; New Business Development ;
 OTC ; Should Walgreens ; Walgreens

A complete Walgreens pharmacy online
 Walgreens' approach to developing its online pharmacy has been to ensure that all products and services that can be done in a...

...end, Walgreens has developed a 'three leg strategy' for the functions on its site:

Product: prescription filling and everything involved in the pharmacy business, including functionality, ease of use, speed of visit, etc.;
 services: allowing customers to view their prescription history, to consult a pharmacist, and to set email reminders to have sent to themselves
 ...

...pharmacies.

Therefore, Walgreens has moved beyond basic pharmacy services to provide features such as viewable prescription histories, personal account details (see below) and a health information library provided by the Mayo
 ...

...cost will not be affected by buying drugs at cheaper prices. Therefore, the price of prescription drugs on or offline makes no difference to the customer. Indeed, it is illegal for...

...of writing, Walgreens was not willing to comment on the online prices of its non-prescription products, as its online drugstore had not been launched. However, Walgreens pointed out that it...

...consists of three discrete areas defined by tabs at the top of the page: the online pharmacy, the health library, and the corporate information area. The drugstore area is expected to be...

...enthraling sophistication

For companies trying to build an online community and invoke consumer interest in order to create or drive demand for their products, a simplistic structure would be ineffective. A...

...seeking and that a purchase of medicinal product will occur. In the case of a prescription medicine, the choice of product has been made by the consumer's physician; in the...

...the quick and easy site structure that Walgreens has employed is very appropriate for their online pharmacy section. The information area of the website functions in much the same fashion. Although there...guide to health. This reaffirms the quick and easy image of the site.

While other online pharmacy sites and drugstores will attempt to generate sales through higher traffic flow and 'sticky' features...

...become familiar with the site and then make the decisions. While this may work for online pharmacies, which are essentially functional sites, Walgreens may struggle on its drugstore section when it comes...

...present eCommerce initiatives.

User profiling

Consumer research driving site development

Walgreens started its website development process by examining what features and sites were already available online.

'When we first started the process of developing our website, we obviously looked at what people had done, what was out...

...not only to members of its existing customer base, but also targeted new customers in order to find out how to attract them to Walgreens through the new online offering.

While...

...assessment and development as crucial to remaining competitive within this marketplace. However, Walgreens, like other online pharmacies, is restricted as to how they can use the data from visitors to the site...

...laws governing data use, but companies go to great lengths to publicize this aspect in order to assure customers that information is secure and will not be used for any other...

...online traffic and suggests that Walgreens should continue to develop its customer feedback centers in order to follow customer opinion closely and therefore be able to act immediately to improve services.

Personal profiles

However, despite the restrictions on data use, Walgreens has developed a process that saves a profile of each registered customer, giving the company access to prescription histories, registration details and medical information provided to the pharmacist. This service allows customers to...

...facilitating reordering. This online record is a useful tool for patients, especially those with frequent prescriptions or chronic diseases, and is a significant part of Walgreens' attempt to provide complete fulfillment...

1/2,AB,KWIC/4 (Item 2 from file: 759)
DIALOG(R)File 759:Reuters Business Insight
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00103339

HEALTHCARE: 6.10 WALGREENS

Main Title: Best Practice - Online Marketing and Branding

Pub. Date: January 03, 2001

Source: DATAMONITOR

Telephone: +44 20 7675 7000

Word Count: 1178 (1 pp.)

Language: English

Country: WORLD

Industry: TELECOMMUNICATIONS

Company Names (DIALOG Generated): Despite Walgreens ; Mayo Clinic ;
Walgreen ; Walgreens

...in-store marketing promotes the web address wherever possible, including purchase receipts, banners and on prescription vials and caps;
* Walgreens already has a considerable marketing machine that it will

employ to...

...and are already shopping for drugstore products using the Web;
 * Walgreens' approach to developing its online pharmacy has been to ensure that all products and services that can be done in a...

...part strategy to develop its website. The first stage was to develop and launch an online pharmacy, including additional services and health information, and this stage has been successfully completed. The second...

...strategy has allowed Walgreens to concentrate on a manageable amount of its overall business in order to develop a high quality online offering. With the experience and expertise gained through the development of the online pharmacy, Walgreens is in a good position to ensure that its full online offering, with drugstore...

...marketing will also promote the web address wherever possible, including purchase receipts, banners and on prescription vials and caps. Walgreens has a widespread physical presence throughout the US. Not only does...

...marketing will also promote the web address wherever possible, including purchase receipts, banners and on prescription vials and caps. Window advertisements for the website may influence anyone that passes the drugstore...

...to advertise the website will be relatively inexpensive when compared to the investment that pureplay online pharmacies will require in order to advertise offline.

Using the existing Walgreen's marketing machine Walgreens already has a considerable...

1/2,AB,KWIC/5 (Item 3 from file: 759)
 DIALOG(R)File 759:Reuters Business Insight
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00103303

HEALTHCARE (CONT.): Walgreens

Main Title: Best Practice - Online Business Strategies

Pub. Date: January 02, 2001

Source: DATAMONITOR

Telephone: +44 20 7675 7000

Word Count: 1408 (1 pp.)

Language: English

Country: WORLD

Industry: TELECOMMUNICATIONS

Company Names (DIALOG Generated): Albertsons ; Anchon ; Casino ; EDI ; Had
 Walgreens ; K Mart ; Kingfisher ; Mayo Clinic ; Royal Ahold ;
 Safeway ; Spencer ; Walgreens 's New Business Development ;
 Worldwide Retail Exchange

...part strategy to develop its website;

* The first stage was to develop and launch an online pharmacy, including additional services and health information whilst the second involves the launch of the remaining...

...strategy has allowed Walgreens to concentrate on a manageable amount of

8/13/01

its overall business in order to develop a high quality online offering;
 * Walgreens has used its significant offline presence to...

...part strategy to develop its website. The first stage was to develop and launch an online pharmacy, including additional services and health information, and this stage has been successfully completed. The second...

...strategy has allowed Walgreens to concentrate on a manageable amount of its overall business in order to develop a high quality online offering. With the experience and expertise gained through the development of the online pharmacy, Walgreens is in a good position to ensure that its full online offering, with drugstore...

...major advantage for Walgreens, as it was not one of the first movers in the online pharmacy /drugstore arena. However, Walgreens is unlikely to make the mistakes of other online companies, as...

...These included:

- * The intercom-plus system;
- * the system used to connect all pharmacies and transfer prescriptions ;
- * the systems for billing insurance companies;
- * the store ordering systems;
- * systems within the pharmacies that replenish the stock.

These...

...served Walgreens well in the past and were based on an EDI system. However, in order to integrate the Internet site into such a diversity of systems, Walgreens recognized the need...

...Mayo Clinic - aContent partnership

In July 1999, Walgreens announced that it would be the only online pharmacy to feature health information supplied by the Mayo Clinic. While Walgreens is universally known in...

...s credible health-related content, we are establishing Walgreens.com as an industry benchmark for online pharmacy services,' said company President David Bernauer. 'Consumers will have access to a trusted pharmacy name...

...in the press. Walgreens sees this as the teaming up of the best at filling prescriptions with the best at providing healthcare information.
 6.6.1.4 The Worldwide Retail Exchange...

1/2,AB,KWIC/6 (Item 4 from file: 759)
 DIALOG(R)File 759:Reuters Business Insight
 (c) 2001 Datamonitor. All rts. reserv.

00103267

Linking Players, Providers and Patients:MAXIMIZING eHEALTH OPPORTUNITIES:
 4.3 OFFLINE PHARMACIES (CONT.)

Main Title: eHealth Connectivity
 Pub. Date: January 02, 2001
 Source: DATAMONITOR
 Telephone: +44 20 7675 7000
 Word Count: 916 (1 pp.)
 Language: English

Country: WORLD

Industry: RETAIL

Company Names (DIALOG Generated): DrugEmporium ; Merck Medco ; Rite Aid

...attempt to develop their own websites instead of acquiring or collaborating with a third party online pharmacy . Under this strategy, traditional distributors generate greater benefits from transferring their existing customer base online than they would by using a third party online pharmacy . PBMs can expand their consumer base to uninsured customers who are not currently covered by their plans, in addition to offering insured members discounts on prescription products that their health payers do not reimburse. Examples of these types of products include ...

...third party could result in the loss of an opportunity to generate competitive customer databases. Online pharmacies can build up customer databases which track previous purchases and buying habits, in addition to ...

...access to (or have to purchase) this valuable data if they use a third party online pharmacy .

The key disadvantages to this strategy are as follows:
developing a website takes time-in...

...their websites-no easy task when they will be directly competing with the more established online pharmacies .
Several US drug store chains and PBMs are opting to develop their own Internet-based...

...WebMD to develop a physician based prescribing service;
the launch of its own, patient focused prescription drug information service website.

The Merck-Medco/Healtheon/WebMD initiative is centered on developing an Internet-based physician prescription service, which has been co-branded HealtheonRx. With the patient's permission, a physician can review a patient's prescription history and pharmacy eligibility, through HealtheonRx. The Internet-based system then provides a list of...

...that might arise from a therapy being contraindicated with a specific medical condition. Once the prescription is written, it is transmitted either electronically or by fax to the patient's online pharmacy of choice.

Merck-Medco further enhanced its Internet presence in July 1999 by launching an online prescription drug information service aimed at consumers (www.merck-medco.com). The new service provides Merck...

...4.3.1.2 Acquiring and forming alliances

Under the 'acquiring and forming alliances' strategy, online pharmacies are targeted for either acquisition or partnership by offline pharmacies. This strategy has some attractive...

...for both parties:

a merger or alliance with an established PBM or pharmacy allows the online pharmacy to avoid the heavy investment required for establishing product warehouses and distribution channels;
the online pharmacy can benefit from its traditional distribution outlet partner encouraging the transfer of its existing customers...

...the two parties encouraging this customer transfer);
partnering with an established distribution outlet gives the online

pharmacy valuable access to healthcare payer affiliations, making it possible for online consumers to obtain prescriptions by entering their third party reimbursement details;
 acquisition or partnership of an online pharmacy gives the traditional distribution outlets a 'kick start' to their Internet presence (developing their own Internet technology and website may take years);
 the online pharmacy partner may have already established a degree of brand awareness, enabling the traditional distribution outlets...

...with their services.

The clear potential disadvantage of an offline distribution outlet partnering with an online pharmacy is that it risks cannibalizing its mail order and retail sales. However, this has not stopped acquiring and forming alliances with online pharmacies from being the most popular strategy for PBMs and traditional offline pharmacies seeking to establish ...

...report.

These alliances have put some pressure on the remaining major industry players (stand-alone online pharmacies, PBMs and offline pharmacies) to seek similar partnerships. The relative merits of the three strategies...

...approach for PBMs and offline pharmacies as the favoured option. Clear synergies exist between the online pharmacies and their offline counterparts, and stand-alone companies will need to act fast to remain...

1/2,AB,KWIC/7 (Item 5 from file: 759)
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00103266

Linking Players, Providers and Patients:MAXIMIZING eHEALTH OPPORTUNITIES:
 4.2 UTILIZING CONNECTIVITY PROVIDERS AND ONLINE PHARMACIES

Main Title: eHealth Connectivity
 Pub. Date: January 02, 2001
 Source: DATAMONITOR
 Telephone: +44 20 7675 7000
 Word Count: 820 (1 pp.)
 Language: English

Country: WORLD
 Industry: RETAIL
 Company Names (DIALOG Generated): Warner Lambert

Linking Players, Providers and Patients:MAXIMIZING eHEALTH OPPORTUNITIES:
 4.2 UTILIZING CONNECTIVITY PROVIDERS AND ONLINE PHARMACIES

...should be looking to exploit. In particular, strong synergies exist between pharmaceutical companies and connectivity/online pharmacy initiatives in disease management.

Warner-Lambert's sponsorship of the online pharmacy PlanetRx's (www.planetrx.com) disease specific sites is highlighted because the agreement has major...

...these websites (for example, Rezulin on diabetes.com), and patients will be able to fill prescriptions for the drugs through PlanetRx. The disease specific sites include disease management programs that advise...

...exercise regimens. PlanetRx will also provide a facility whereby patients are emailed reminders when their prescriptions are about to run out.

Initiatives such as Warner-Lambert's agreement with PlanetRx offer...

...1999). The resulting healthcare costs from poor patient compliance are even greater.

However, partnerships between online pharmacies and pharmaceutical companies do raise some ethical considerations. For example, can diabetes.com be trusted...

...carefully to ensure that such Internet-based initiatives maintain credibility.

Offline pharmacies

As stated previously, online pharmacies are basing their business models on providing the following benefits over their offline counterparts: greater convenience-online pharmacies offer 24 hour access and next day delivery of their products;

larger product offerings-online pharmacies can stock extensive product ranges in the absence of shelf space limitations;

greater consumer privacy-customers can order therapies from their own homes and interact with pharmacists online, rather than face-to-face with store assistants;

cost savings-online pharmacies pass on distribution cost savings to the consumer.

These benefits appear to provide a compelling business model for the online pharmacies, and the launch of three leading online pharmacies early in 1999 (Drugstore.com, PlanetRx, Soma.com) sent shock waves throughout the traditional offline...

...role in the future drug distribution industry by either acquiring, collaborating or forming their own online pharmacy. The following section details three primary strategies available to offline pharmacies in managing the impact of the Internet on their businesses.

Strategies to manage the impact of online pharmacies

The following three strategies for traditional brick-and-mortar based pharmacies and PBMs can be...

...wait and see;

build own Internet-based prescribing initiatives;

acquire or form alliances with established online pharmacies and other Internet-based companies.

These strategies are now discussed in greater detail, highlighting the...

...Wait and see

Offline pharmacies and PBMs may choose to delay their entrance into the online pharmacy industry. Under this strategy, companies wait until the leading players have emerged, seeking alliances and...

...advisable for offline pharmacies and PBMs. This is for the following reasons:

all of the online pharmacies are currently racing to establish brand awareness, and thus late entry into the market could...

...the leading offline pharmacies have already either acquired or formed exclusive partnerships with the leading online pharmacies and potential partners in the online pharmacy industry are rapidly running out; offline pharmacies and PBMs hold considerable bargaining power over the...

...the Internet companies), but this may not be the case for much longer, as the online pharmacies are beginning to establish themselves; there could be a rapid shift (although this appears unlikely...

1/2,AB,KWIC/8 (Item 6 from file: 759)
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00103262

Linking Players, Providers and Patients:MAXIMIZING eHEALTH OPPORTUNITIES:
 4.0 MAXIMIZING eHEALTH OPPORTUNITIES

Main Title: eHealth Connectivity
 Pub. Date: January 02, 2001
 Source: DATAMONITOR
 Telephone: +44 20 7675 7000
 Word Count: 999 (1 pp.)
 Language: English

Country: WORLD
 Industry: RETAIL
 Company Names (DIALOG Generated): First Health Group ; Provident American Corp ; Warner Lambert

...directly by connectivity providers. Particular emphasis has been placed on two leading B2C eCommerce initiatives, online pharmacies and online health insurance

Key findings

Key findings of this section include:

collaborating and forming alliances with healthcare payers will be vital to online pharmacies . Currently, 80% of prescriptions involve a third party co-payment in the US and consumers will not use online pharmacies unless they can obtain prescriptions by entering their insurance details online;

PlanetRx's collaboration with Warner-Lambert has the potential...

...Lambert sponsored Web initiative, diabetes.com, operates compliance and disease management programs;
 online health insurance processing has a number of key advantages over traditional insurance broking. These include ease of multiple...

...opportunities for the emerging content and connectivity providers.

Examples of these B2B opportunities include:

claims processing services;
 Internet-based healthcare process applications;
 clinical trial recruitment;
 physician detailing.

However, some of the evolving B2B eCommerce opportunities are...

...their commercial proposition is provided later in this chapter.

Online health insurance

Online health insurance processing offers the following clear advantages over traditional insurance broking:
 time savings-patients and employers can...

...patients with direct Internet access to their personal insurance information, such as claims status and billing history.

Online health insurers are currently focusing on the estimated 16 million

US patients and...

...each insurance firm's legacy system, giving customers direct access to their insurance information, including billing status, claim status and fulfillment data. HealthAxis also has a strategic partnership with First Health...

1/2,AB,KWIC/9 (Item 7 from file: 759)
 DIALOG(R)File 759:Reuters Business Insight
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00103236

Linking Players, Providers and Patients:EXECUTIVE SUMMARY AND THE ECOMMERCE
 OPPORTUNITY IN HEALTHCARE: 1.0 EXECUTIVE SUMMARY AND THE
 ECOMMERCE OPPORTUNITY IN HEALTHCARE

Main Title: eHealth Connectivity
 Pub. Date: January 02, 2001
 Source: DATAMONITOR
 Telephone: +44 20 7675 7000
 Word Count: 1009 (1 pp.)
 Language: English

Country: WORLD
 Industry: RETAIL
 Company Names (DIALOG Generated): Warner Lambert ; Web

...theoretically attractive role in healthcare still exists;
 for the purposes of this report three transaction processing revenue
 scenarios are generated for connectivity providers to 2003. What is deemed
 the most likely scenario provides the Internet-based connectivity providers
 with transaction processing revenues of \$270m in 2003;
 rapid growth in Internet-based transaction processing will be constrained
 by a number of factors. Payers and providers will continue to rely...

...collaborate.

Maximizing eHealth opportunities
 collaborating and forming alliances with healthcare payers will be vital to
 online pharmacies . Currently, 80% of prescriptions involve a third
 party co-payment in the US and consumers will not use online pharmacies
 unless they can obtain prescriptions by entering their insurance details
 online;
 PlanetRx's collaboration with Warner-Lambert has the potential...

...Lambert sponsored Web initiative, diabetes.com, operates compliance and
 disease management programs;
 online health insurance processing has a number of key advantages over
 traditional insurance broking. These include ease of multiple...

...to offer consumers interactive services.

pharmaceutical companies are currently adopting a risk averse approach to
 online pharmacy , content and connectivity provider affiliations. This is
 primarily due to concerns over potential regulatory intervention...

...pharmacies and PBMs without an Internet presence will need to move fast,
 because most leading online pharmacies have either been acquired or are
 exclusively in alliance with offline counterparts;
 offline pharmacies and...

...traffic for their websites-no easy task when they will be in direct competition with online pharmacies which have already generated brand awareness;
payer awareness of the evolving Internet landscape in healthcare...

1/2,AB,KWIC/10 (Item 8 from file: 759)
DIALOG(R)File 759:Reuters Business Insight
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00102322

FINANCIAL SERVICES: 2.24 USER PROFILING

Main Title: BEST PRACTICE - ONLINE MARKETING AND BRANDING

Pub. Date: January 10, 2001

Source: DATAMONITOR

Telephone: +44 20 7675 7000

Word Count: 1731 (1 pp.)

Language: English

Country: WORLD

Industry: TELECOMMUNICATIONS

Company Names (DIALOG Generated): Advance Telecom ; American Express Air ;
Corbin Motors ; ISP ; Nat West ; New Business Development ;
Walgreens

2.24.1.1 Consumer research driving site development

Walgreens started its website development process by examining what features and sites were already available online.

'When we first started the process of developing our website, we obviously looked at what people had done, what was out...

...not only to members of its existing customer base, but also targeted new customers in order to find out how to attract them to Walgreens through the new online offering.

While...

...assessment and development as crucial to remaining competitive within this marketplace. However, Walgreens, like other online pharmacies, is restricted as to how they can use the data from visitors to the site...

...laws governing data use, but companies go to great lengths to publicize this aspect in order to assure customers that information is secure and will not be used for any other...

...online traffic and suggests that Walgreens should continue to develop its customer feedback centers in order to follow customer opinion closely and therefore be able to act immediately to improve services...

...1.2 Personal profiles

However, despite the restrictions on data use, Walgreens has developed a process that saves a profile of each registered customer, giving the company access to prescription histories, registration details and medical information provided to the pharmacist. This service allows customers to...

...facilitating reordering. This online record is a useful tool for patients, especially those with frequent prescriptions or chronic diseases, and is a significant part of Walgreens' attempt to provide

complete fulfillment...

...these that the company hopes will drive long-term profitability. The company is in the process of test marketing online utility bill payment, home appliance warranties and ISP services. In November...

1/2,AB,KWIC/11 (Item 9 from file: 759)
 DIALOG(R)File 759:Reuters Business Insight
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00102321

FINANCIAL SERVICES: 2.23 PRODUCTS AND SERVICES

Main Title: BEST PRACTICE - ONLINE MARKETING AND BRANDING

Pub. Date: January 10, 2001

Source: DATAMONITOR

Telephone: +44 20 7675 7000

Word Count: 1225 (1 pp.)

Language: English

Country: WORLD

Industry: TELECOMMUNICATIONS

Company Names (DIALOG Generated): Mayo Clinic ; New Business Development ;
 OTC ; Should Walgreens ; Walgreens

A complete Walgreens pharmacy online

Walgreens' approach to developing its online pharmacy has been to ensure that all products and services that can be done in a...

...end, Walgreens has developed a 'three leg strategy' for the functions on its site:

- * Product: prescription filling and everything involved in the pharmacy business, including functionality, ease of use, speed of visit, etc.;
- * services: allowing customers to view their prescription history, to consult a pharmacist, and to set email reminders to have sent to themselves

...

...pharmacies.

Therefore, Walgreens has moved beyond basic pharmacy services to provide features such as viewable prescription histories, personal account details (see below) and a health information library provided by the Mayo

...

...cost will not be affected by buying drugs at cheaper prices. Therefore, the price of prescription drugs on or offline makes no difference to the customer. Indeed, it is illegal for...

...of writing, Walgreens was not willing to comment on the online prices of its non-prescription products, as its online drugstore had not been launched. However, Walgreens pointed out that it...

...consists of three discrete areas defined by tabs at the top of the page: the online pharmacy, the health library, and the corporate information area. The drugstore area is expected to be...

...enthraling sophistication

For companies trying to build an online community and invoke consumer interest in order to create or drive demand for their products, a

simplistic structure would be ineffective. A...

...seeking and that a purchase of medicinal product will occur. In the case of a prescription medicine, the choice of product has been made by the consumer's physician; in the...

...the quick and easy site structure that Walgreens has employed is very appropriate for their online pharmacy section. The information area of the website functions in much the same fashion. Although there...guide to health. This reaffirms the quick and easy image of the site.

While other online pharmacy sites and drugstores will attempt to generate sales through higher traffic flow and 'sticky' features...

...become familiar with the site and then make the decisions. While this may work for online pharmacies, which are essentially functional sites, Walgreens may struggle on its drugstore section when it comes...

1/2,AB,KWIC/12 (Item 10 from file: 759)
DIALOG(R)File 759:Reuters Business Insight
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00102320

FINANCIAL SERVICES: 2.22 WALGREENS

Main Title: BEST PRACTICE - ONLINE MARKETING AND BRANDING

Pub. Date: January 10, 2001

Source: DATAMONITOR

Telephone: +44 20 7675 7000

Word Count: 1179 (1 pp.)

Language: English

Country: WORLD

Industry: TELECOMMUNICATIONS

Company Names (DIALOG Generated): Despite Walgreens ; Mayo Clinic ;
Walgreen ; Walgreens

...in-store marketing promotes the web address wherever possible, including purchase receipts, banners and on prescription vials and caps;

* Walgreens already has a considerable marketing machine that it will employ to...

...and are already shopping for drugstore products using the Web;

* Walgreens' approach to developing its online pharmacy has been to ensure that all products and services that can be done in a...

...part strategy to develop its website. The first stage was to develop and launch an online pharmacy, including additional services and health information, and this stage has been successfully completed. The second...

...strategy has allowed Walgreens to concentrate on a manageable amount of its overall business in order to develop a high quality online offering. With the experience and expertise gained through the development of the online pharmacy, Walgreens is in a good position to ensure that its full online offering, with drugstore...

...marketing will also promote the web address wherever possible, including purchase receipts, banners and on prescription vials and caps. Walgreens has a widespread physical presence throughout the US. Not only

does...

...marketing will also promote the web address wherever possible, including purchase receipts, banners and on prescription vials and caps. Window advertisements for the website may influence anyone that passes the drugstore...

...to advertise the website will be relatively inexpensive when compared to the investment that pureplay online pharmacies will require in order to advertise offline.

Using the existing Walgreen's marketing machine Walgreens already has a considerable...

1/2,AB,KWIC/13 (Item 11 from file: 759)
DIALOG(R)File 759:Reuters Business Insight
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00102285

HEALTHCARE: 3.10 GEOGRAPHIC COVERAGE

Main Title: BEST PRACTICE - ONLINE BUSINESS STRATEGIES

Pub. Date: January 10, 2001

Source: DATAMONITOR

Telephone: +44 20 7675 7000

Word Count: 1092 (1 pp.)

Language: English

Country: WORLD

Industry: TELECOMMUNICATIONS

Company Names (DIALOG Generated): EDI ; Mayo Clinic ; Walgreens

...the quickest and most beneficial method of entry is to acquire a local player in order to gain the necessary local knowledge and expertise.

Walgreens

Summary

* Walgreens is currently the largest...

...part strategy to develop its website;

* The first stage was to develop and launch an online pharmacy , including additional services and health information whilst the second involves the launch of the remaining...

...strategy has allowed Walgreens to concentrate on a manageable amount of its overall business in order to develop a high quality online offering;

* Walgreens has used its significant offline presence to...

...part strategy to develop its website. The first stage was to develop and launch an online pharmacy , including additional services and health information, and this stage has been successfully completed. The second...

...strategy has allowed Walgreens to concentrate on a manageable amount of its overall business in order to develop a high quality online offering. With the experience and expertise gained through the development of the online pharmacy , Walgreens is in a good position to ensure that its full online offering, with drugstore...

...major advantage for Walgreens, as it was not one of the first movers in the online pharmacy /drugstore arena. However, Walgreens is unlikely to make the mistakes of other online companies, as...

...These included:

- * The intercom-plus system;
- * the system used to connect all pharmacies and transfer prescriptions ;
- * the systems for billing insurance companies;
- * the store ordering systems;
- * systems within the pharmacies that replenish the stock.

These...

...served Walgreens well in the past and were based on an EDI system. However, in order to integrate the Internet site into such a diversity of systems, Walgreens recognized the need...

1/2,AB,KWIC/14 (Item 12 from file: 759)
 DIALOG(R)File 759:Reuters Business Insight
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00101997

Brand Strategies in the Multichannel Environment:CASE STUDIES: 8.1 THE
 BUSINESS

Main Title: eBrand
 Pub. Date: December 19, 2000
 Source: DATAMONITOR
 Telephone: +44 20 7675 7000
 Word Count: 1353 (1 pp.)
 Language: English

Country: WORLD
 Industry: RETAIL
 Company Names (DIALOG Generated): Intranet ; Microsoft ; Numark Ltd ; OTC ;
 RealNames Corporation ; Royal Pharmaceutical Society of Great
 Britain ; Scape ; Sony ; Unicode ; UK Department of Health ;
 White Paper

Allcures.com is the first British website to dispense prescription drugs and sell OTC medicines. Customers send their prescriptions to Allcures.com's freepost address, and email the site to confirm it has been sent. This email will receive an acknowledgment. As soon as Allcures receives prescriptions they will be dispensed, providing the company has stocks of the required medicine. Furthermore, Allcures guarantees that all medicines will be delivered within four days of receiving the prescription

Customers with acute conditions, for example epilepsy, or anything requiring antibiotics or pain killers, are...

...customers that they should have 10 days' stock of their medicine available before sending their prescription , in case there are any delays in sourcing or distribution.

Anyone who receives free prescriptions signs them in the usual way on the back and then sends proof of their exemption with the prescription in the post. This reflects new legislation that also requires proof of exemption in traditional pharmacies. Once proof has been sent, it is not required for any further prescriptions . Delivery is also free for these prescriptions (which represent around 80% of all prescriptions issued in the UK). All prescriptions are dispensed and posted free of charge. In the same way as the traditional pharmacy, the cost of fulfilling free prescriptions will be offset by purchase of over the counter medicines and all the other product...

...medical details.

Relevant Legislation

Allcures.com meets all current legislative requirements regarding the sale of prescription and over the counter medicines. The Royal Pharmaceutical Society of Great Britain is aware of...

...Internet at work, Allcures foresees a time when scripts will be emailed direct to an online pharmacy and the drugs dispatched straight to the patient. This is an inevitable development of Internet use and is already a major feature of online pharmacy practice in the US. In the US, Allscripts has launched ePrescriptions, a hand-held wireless device that allows doctors to deliver your prescription straight to the pharmacists' computer.

Numark Ltd has launched an Intranet network exclusively for its...

...which it could reduce the effort involved in keeping abreast with stocking issues, promotions and order processing. (Pharmaceutical Journal Vol. 263 No 7067 p629 October 16, 1999)

British consumers are losing out on the full benefits of 24-hour online pharmacies because of outdated and restrictive regulations according to cScape, the strategic services company behind Allcures. In the US the age of the paperless prescription is well under way with GPs emailing prescriptions directly to online pharmacies. The move towards paperless prescriptions has been backed by the UK Department of Health, keen to promote the Prime Minister...

...and type in a lengthy URL, for example

<http://www.thiscompany.com/documentname.html> in order to access a specific Web resource. While this may be acceptable to early adopters and

...

1/2,AB,KWIC/15 (Item 1 from file: 753)
DIALOG(R)File 753:IBISWorld Market Research
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00154240

Industry Conditions: Technology and Systems

Main Title: Pharmaceutical, Cosmetic and Toiletry Retailing in Australia
(AUSTRALIA)

Pub. Date: June 2001

Source: IBISWorld

Telephone: 61-3-9650-2166

Word Count: 761 (1 pp.)

Language: English

Country: AUSTRALIA

Industry: PHARMACEUTICALS, PERSONAL CARE, RETAIL

Company Names (DIALOG Generated): Bank West ; Body Shop ; Coles Myer ;
Crabtree & Evelyn ; F H Faulding ; Guild Bank ; Health
Insurance Commission ; Healthlinks ; Jupiter ; Medweb Limited ;
Pharmacy Guild of Australia ; Body Shop

...dispensing

systems which allow the pharmacist to keep records of a client's conditions, allergies, prescription history, concessional status, the doctor who prescribed the drug and the amount owing to the...

...in 100 pharmacies. The computer-based system is designed to provide the latest information on prescription and over-the-counter drugs, keep databases of customers' medication records and allow electronic lodgement, assessment and payment of prescriptions. The trial is funded by the Government, the Health Insurance Commission (HIC) and the Pharmacy...

...to evaluate the establishment of an internet pharmacy business. Customers would be able to choose, order and pay for products from their local pharmacy via the internet, then collect them from...

...Priceline, Jurlique, The Body Shop, Crabtree & Evelyn etc. Of greater significance is the development of online pharmacies, such as epharmacy.com.au and pharmacyonline.com.au, which sell a wide range of...

...and personal care products, as well as medical aids and general medicines. They also dispense prescription medicines. There also exists a number of websites retailing health and beauty products such as...

...in delivering in-store banking services and the Guild remains committed to the idea.
- Mail order pharmacy is another development of recent years. A controversial issue, mail-order pharmacy has been banned in all but two countries of the European Union. It is...

...Australia; for example in November 1999 the National Party passed a motion to oppose mail order pharmacies. Pharmacy Direct is thought to be Australia's first mail order pharmacy.
...

1/2,AB,KWIC/16 (Item 2 from file: 753)
DIALOG(R)File 753:IBISWorld Market Research
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00154080

Industry Conditions: Technology and Systems

Main Title: Pharmaceutical and Toiletry Wholesaling in Australia
(AUSTRALIA)
Pub. Date: June 2001
Source: IBISWorld
Telephone: 61-3-9650-2166
Word Count: 774 (1 pp.)
Language: English

Country: AUSTRALIA
Industry: PHARMACEUTICALS, WHOLESALE, PERSONAL CARE
Company Names (DIALOG Generated): Forrester Research ; Jupiter ; OTC ;
Pharmaceutical Electronic Commerce and Communication

...various online stores such as the likes of Drugstore.com (February 1999) which offers both prescription drugs and over 16,000 OTC health and beauty items to US customers (approximately 700...

...increase significantly in the future. Recent events have included the development of a number of online pharmacies within Australia, including the likes of epharmacy.com.au and pharmacyonline.com.au, which sell...

...and personal care products, as well as medical aids and general medicines. They also dispense prescription medicines. There also exists a number of websites retailing health and beauty products such as...

...to embrace such IT developments, may not necessarily be adversely affected by such trends.

- Mail order pharmacy is another development of recent years. A controversial issue, mail-order pharmacy has been banned in all but two countries of the European Union. It is...

...Australia; for example in November 1999 the National Party passed a motion to oppose mail order pharmacies. Pharmacy Direct is thought to be Australia's first mail order pharmacy.

- There have also been significant technological developments in the wholesaling industry in general, including...
?t 1/9/1-2

1/9/1 (Item 1 from file: 768)
DIALOG(R)File 768:EIU Market Research
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00042425

PROFILE: AN UPHILL STRUGGLE FOR MANAGED CARE IN EUROPE (2 OF 5)

Main Title: HEALTHCARE EUROPE 3RD QTR 1999
Pub. Date: AUGUST 1999
Source: THE ECONOMIST INTELLIGENCE UNIT LIMITED
Telephone: (212) 554-0600
Word Count: 836 (1 pp.)
Language: English

Slow-going in mail order and PBM

The delivery of prescription medicines by post is a cornerstone of US managed care, where it accounts for a sizeable chunk of pharmaceutical sales, worth some \$11.2bn in 1998, up by 19% compared with 1997. Leading US drug companies have become increasingly reliant on mail order to distribute their medicines. In 1998 Bristol-Myers Squibb saw mail-order sales of its products hit \$621m, up by 22% on the previous year. On the other side of the Atlantic however, the market is virtually non-existent. Efforts to launch mail-order pharmacies have come to little-

Just four years ago there were efforts to launch mail-order pharmacies in almost every European country as entrepreneurs saw the chance to make a profit by bypassing the conventional distribution channels. Certainly the pharmaceutical industry was ready to change the way it had traditionally delivered its medicines.

Not until the now-infamous closure of Caremark in 1998, which pioneered the service in the Netherlands, ("Regulation-mail-order pharmacy in the Netherlands", Healthcare international), 4th quarter 1998. did people accept that mail order was simply not going happen in Europe. The only success stories have been a small-scale service in Switzerland and public

services in remote areas of northern Scandinavia.

-as volumes of business have proved insufficient

A mail-order system could only make significant inroads if the volume of prescriptions is sufficient. It has not been. Opposition from pharmacists has been intense, not surprisingly as over 80% of all prescription medicines in the seven major European markets pass through community pharmacies; the remainder is mainly sold via the doctor. The reasons why Europeans have not been as enthusiastic as their US counterparts include the following.

- * Loyalty to the local pharmacy.

- * Little economic benefit in receiving medicines by post. Most Europeans make a standard co-payment, whereas Americans tend to pay out of pocket.

- * Distances are small. In the US there is one pharmacy per 144 sq km, compared with one per 21 sq km in Europe.

- * Remote areas such as northern Norway are already serviced with mail delivery by government-approved schemes.

Although European law has been ambivalent, with little to prevent or encourage mail order, the regulatory regimes of most countries have not favoured it (see Table 4.2). Germany banned outright the use of the postal service for pharmacy-only medicines after lobbying by the pharmacist's association BAK.

The future may lie in e-pharmacy

Ironically, entrepreneurs, after failing to establish mail order a few years ago, are back with a new approach, the Internet. As the public is increasingly aware, it is easy to buy medicines-Viagra being one of the most publicised examples-from numerous sites on the world wide web. In the US online pharmacies are booming. Europe is just beginning to see the emergence of e-pharmacies-there are plans to establish them in duty free areas of Britain's airports, for example. With the high-profile launch of Internet traders such as Amazon (books) and Egg (financial services), it can only be a matter of time before computer-literate patients start to bypass the pharmacy and order their medicines down the telephone wire, whether the practice is legal or not. Technological barriers no longer stand in the way; rather it is cultural and legal issues. Europe will have to wait until regulators, particularly those at EU level, catch up with the fast-paced world of cyber-healthcare.

In the US, mail order goes hand-in-glove with pharmacy benefit management (PBM)-third-party administration (TPA) of pharmacy stocks. In 1995 some 50 PBMs controlled nearly half of the US TPA pharmacy market, the majority of pharma sales, with their market share expected to reach 80% by 2000.

Despite the fact that controlling the cost of medicines is a high priority for cash-strapped governments, the future of managed care pharmacy in Europe is questionable. The failure of Caremark to establish itself in the Netherlands has not led to confidence in this dynamic US business. Opposition from pharmacists and distributors and legislative cost-containment measures make it extremely difficult for PBMs to get a foothold in Europe (see Table 4.3).

PBMs see opportunities in eastern Europe

Despite the barriers, several PBMs have explored the possibilities of managing pharmacies in Europe. In early 1999 PCS, one of the US's largest PBMs, with 56m members, was in exploratory talks with firms in France, Germany and Poland. According to Michael Johnson, assistant vice-president for international business development, most discussions have been started by European companies or sickness funds interested in applying PCS's methods and systems. Eastern Europe may offer the greatest opportunities for commercial PBMs, because distribution costs are high and local drug costs are low compared with brand-name pharmaceuticals. Missouri-based Express Scripts, which recently bought Diversified Pharmaceutical Services, a PBM, from SmithKline Beecham for \$700m, has admitted that it is looking for international opportunities. Jean Joubert, head of business development for Express Scripts, has initiated discussions in eastern Europe.

THIS IS THE FULL-TEXT.

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Country: EUROPE

Industry: HEALTH CARE

Company Names (DIALOG Generated): Bristol Myers Squibb ; BAK ; Diversified Pharmaceutical ; Express Scripts ; PCS ; SmithKline Beecham

1/9/2 (Item 2 from file: 768)
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DRUGS, PATIENTS/INTERNET: RX GOES TO CYBERSPACE

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Healthcare international presents three case studies of how medical information and services are being made more accessible to the public.

The Internet has revolutionised sales of books and computers, and airline ticketing. Now the entrepreneurs of the World Wide Web are turning their attention to pharmacies, promising to transform the way drugs are sold in the US.

Online pharmacies such as Soma.com, planetRx and, most recently, Drugstore.com are jockeying for a position in the \$150bn prescription and over-the-counter drug and sundries market. Run by managers that are seasoned in exploiting the Internet for retail purposes, the nimble online stores are betting that they can each make a fortune by garnering just a tiny fraction of the market. Analysts warn, however, that the risks are high and the rewards not guaranteed. Established drugstores launching their own pharmacies on the Internet are likely to prove dangerous competitors.

Drugstore.com, which opened for business in February 1999, is emblematic of these rugged new retailers. The brainchild of former Microsoft vice-president Peter Neupert, the website now carries 17,000 non-prescription

drugs and 3,000 prescription drugs, in addition to sundries such as toothpaste, shaving cream and lipstick. The site also provides customers with articles and reference materials, ostensibly to offer advice on medical and drug issues, although also to act as marketing tools. With some similarity to a mail-order pharmacy, Drugstore is capable of filling prescriptions by fax or by direct communication with the patient's doctor,

and can turn a prescription round within three to five days. While that leaves out emergency prescriptions, the service is an option for the two-thirds of prescriptions that are for chronic ailments and refills. Drugstore's major advantage is its connection to Web pioneer Amazon.com, the virtual bookstore, which holds 40% in the Internet pharmacy. Amazon's marketing team has been closely involved with Drugstore's managers, sharing with them the secrets of successful marketing on the Internet. Amazon's experience in deal-making should also help Drugstore to develop deals in the future.

As with other online retailers, the primary advantage that Web-based drugstores have over counterparts in the real, physical world is reduced operating costs. Instead of being forced to go through the expensive, time-honoured procedure of opening and supporting a network of stores that are often in prime locations and of high rateable value, online retailers can function from a single warehouse situated in the cheapest and most unspectacular of commercial districts. Links through manufacturers' own warehouses afford opportunities to shrink overheads even more. The result should be higher margins for the operators and perhaps lower prices for customers.

Another compelling reason for the online drugstores to believe that they have a chance of trading successfully, argues Mr Neupert, is the tendency among consumers not to enjoy shopping in pharmacies. Unlike books or music, he says, drugs are bought for intimate, personal reasons of health or appearance. By patronising Drugstore.com, customers can purchase contraceptives and hygiene products in the privacy of their own homes, free from any fear that they might be embarrassed by peers or sales staff. Drugstore hopes that in the process of saving themselves from feeling embarrassed at the nature of their purchases, customers will take the opportunity to add a few extra items, such as shaving foam or hair spray, to their electronic shopping carts.

In anticipation of prescription sales that are set to grow only slowly, Drugstore is counting on making money with high-margin sundries. However, although over-the-counter products have accounted for most of Drugstore's sales, the volume of prescription drugs has turned out to be considerably higher than the organisation originally expected, according to Mr Neupert. The real pots of gold are the customers who require regular refills for chronic ailments. Mr Neupert insists that Drugstore's ability to resupply customers with the right drugs at the right time is a unique competitive edge that real-world pharmacies may not be able to match easily.

To command lower wholesale drug prices while ensuring a continued ability to supply orders, Drugstore has gone into partnership with a mail-order pharmacy, RxAmerica, which handles more than 25,000 weekly orders. Despite making considerable in-house efforts to refine and improve activities, Drugstore.com, like all online pharmacies, is counting on the growth of the Internet to supply the biggest boost. Observers predict that business will indeed flourish. Forrester Research, an analyst of the high-technology scene, expects Internet sales of cosmetics and drugs to grow from \$213m in 1998 to \$6bn in 2002. Forrester specialists predict that

online pharmacies could gain over 5% of the global retail drug market.

These predictions notwithstanding, one of the biggest hurdles that all online pharmacies face is the need to develop relationships with health insurance providers, who together pay for 80% of the medications sold in the US. The established dealings that chain drugstores have with insurers can only serve to hinder the virtual bodies in their drive to create the same links.

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Country: WORLD

Industry: HEALTH CARE

Company Names (DIALOG Generated): Drugstore ; Forrester Research ;
Microsoft

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